

AZ DPS



Annual Report



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Janet Napolitano

GOVERNOR

Dennis A. Garrett

DIRECTOR



Letter of Transmittal

The Honorable Janet Napolitano
Governor of Arizona
State Capitol Building
Phoenix, AZ 85007

Dear Governor Napolitano:

It is with pleasure and great pride that I present for your review the Arizona Department of Public Safety's annual report for fiscal year 2004.

This report highlights the many impressive achievements accomplished by the Department. Employees at DPS are justifiably proud of their collective performance during this fiscal year as their accomplishments are among the many determining factors why our agency is considered to be one of the finest law enforcement agencies in the United States.

During the fiscal year many DPS officers played significant and critical support roles in bringing a potentially-deadly prison hostage situation to a successful and peaceful conclusion. There were numerous investigations that resulted in large drug seizures by our detectives. There also was the deployment of many Highway Patrol speed and DUI details throughout the state that undoubtedly saved numerous lives.

Fortunately, we were able to advance through the year without a line-of-duty death, although there were several officers who suffered serious work-related injuries. We also feel honored that since our great country has gone to war, more than 30 DPS employees have been called to active military duty and have served our country well. We also are quite grateful that none of our DPS military employees who have served in the Mideast have been wounded or killed in this war against terrorism.

The future is bright for this agency, but also full of challenges. I am confident such future adversity will continue to be managed competently and successfully by departmental employees who are determined to continue our agency's legacy of "Courteous Vigilance."

As my law enforcement career comes to an end, I also want to take this opportunity to thank you for allowing me to serve the people of Arizona as director of the Arizona Department of Public Safety.

Sincerely,

Dennis A. Garrett
Director



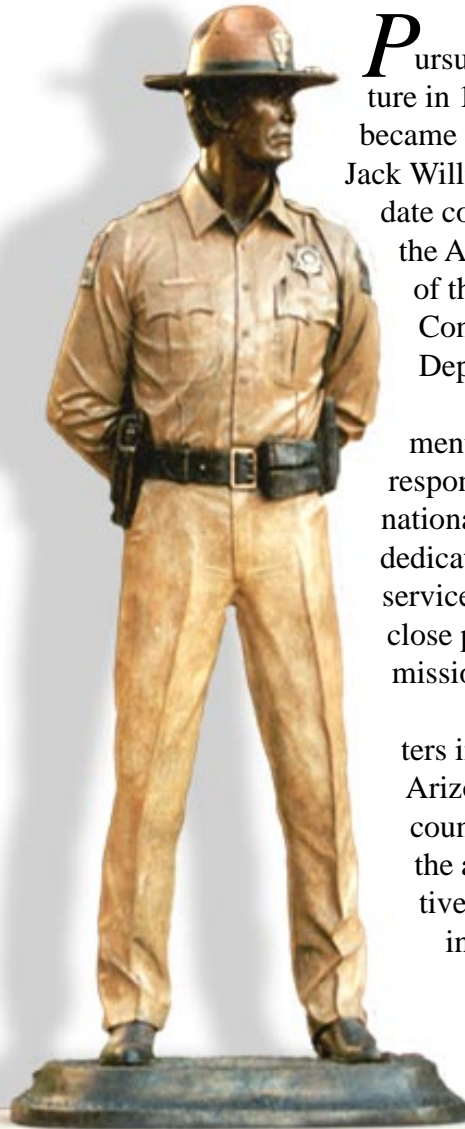


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Introduction



TO OFFICERS PAST-A TRIBUTE.
TO OFFICERS PRESENT-A REMINDER.
TO OFFICERS YET TO COME-A LEGACY.

Pursuant to legislation passed by the Arizona legislature in 1968, the Arizona Department of Public Safety became operational by the executive order of Governor Jack Williams on July 1, 1969. Governor Williams' mandate consolidated the functions and responsibilities of the Arizona Highway Patrol, the Enforcement Division of the state Department of Liquor Licenses and Control and the Narcotics Division of the state Department of Law.

During its 35-year history, the Arizona Department of Public Safety has accepted many additional responsibilities and has evolved into a respected, nationally-recognized and multi-faceted organization dedicated to providing state-level law enforcement services to the public while developing and maintaining close partnerships with other agencies who share similar missions and objectives.

Today, the Department, with its state headquarters in Phoenix, maintains offices in more than 30 Arizona communities and cities within the state's 15 counties. Some 2,000 departmental employees help the agency fulfill its support and operational objectives in the critical areas of traffic safety and criminal interdiction.

This annual report summarizes the many achievements accomplished by the Arizona Department of Public Safety during fiscal year 2004. It also reflects the Department's continued dedication in providing quality service to the more than 5 million people who reside in Arizona as well as to the many non-residents who visit our state.



Empowerment, Mission, and Vision Statements

EMPOWERMENT

When faced with a decision, employees shall ask themselves:

Is it ethical and legal? Is it the right thing for the public and the state's citizens?

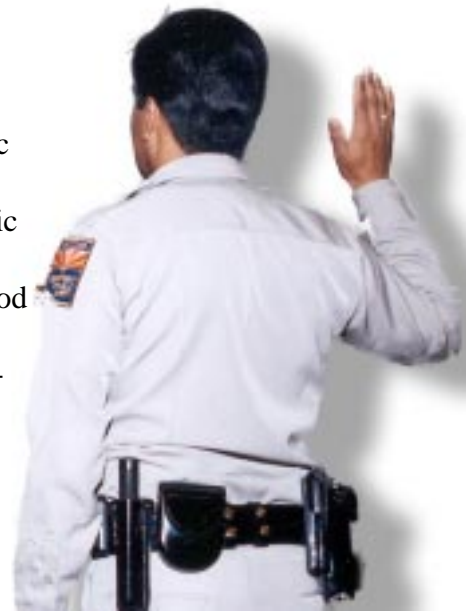
Is it the right thing for the Arizona Department of Public Safety?

Is it consistent with Department policies, or is there good and reasonable cause for going outside of policy?

When practical, have those being impacted by the decision been considered and consulted?

Is this something for which I am willing to be held accountable?

If the answer is yes to all of these questions, then go ahead and make the decision.



MISSION

To protect human life and property by enforcing state laws, deterring criminal activity, assuring highway and public safety and providing vital scientific, technical and operational support to other criminal justice agencies.

VISION

To be a national model in providing ethical, effective, efficient and customer-oriented, state-level law enforcement services.





Value Statement

At the Arizona Department of Public Safety, we believe in:

HUMAN LIFE

We value human life above all else, giving first priority to all situations which threaten life. We respect and protect the lives and rights of all persons. We use force only when necessary, and then only that which is appropriate to address the level of threat at hand. The protection of human life is the primary reason for the creation and ongoing operation of the Arizona Department of Public Safety.

INTEGRITY

We are always honest and truthful, recognizing integrity is the cornerstone for all that is done within the Department. We are role models in our communities, holding ourselves to the highest standards of moral and ethical conduct. We communicate openly and honestly, always remaining consistent in our beliefs and actions. Integrity is never compromised.

TEAMWORK

We believe cooperation and teamwork will enable us to combine our diverse backgrounds, skills and personalities to achieve common goals. We understand and share our responsibility to serve the citizens of Arizona with many other agencies and organizations. We seek the help and cooperation of others and offer the same to them. Teamwork is our way of life.

EXCELLENCE

We strive for personal and professional excellence, doing our best at all times. We continually work to improve our services, our human and community relations, and our overall work performance. We acknowledge our mistakes and accept responsibility for our actions. We are open to constructive criticism and new ideas as we move to reach our greatest potential. Excellence permeates the organization allowing us to take great pride in all we do.

DEDICATION

We enjoy what we do and go beyond what is required at every opportunity. We are dedicated to meeting the high expectations held for us by the citizens of this state. We constantly devote our time, ability and efforts towards accomplishing our agency's goals and objectives. We are committed to one another, creating a caring and supportive environment at work and away.

COURTESY

We treat all persons with courtesy and respect. "Courteous Vigilance" is more than a motto; it is the standard of conduct we demand of ourselves. We treat everyone consistent with how we would want to be treated under the same circumstances with emphasis on patience, understanding and tolerance.

SERVICE

We recognize this Department was created to serve others, including the state's citizens, its visitors and other criminal justice agencies. We strive to always provide the best service possible utilizing all available resources. We are alert for opportunities to serve others.



Law Enforcement Activities

	FY 2003	FY 2004	% Change
ARRESTS			
<i>Highway Patrol</i>			
Felony	4,614	3,847	-16.6%
Misdemeanor	9,933	6,948	-30.1%
Warrant Arrests	7,262	7,728	6.4%
DUI Arrests	7,395	7,746	4.7%
<i>Criminal Investigations</i>			
Persons Arrested	2,819	2,264	-19.7%
Total Arrests	32,023	28,533	-10.9%
CITATIONS ISSUED			
Highway Patrol Citations	300,935	291,358	-3.2%
Criminal Investigations Liquor Citations	250	46	-81.6%
Total Citations Issued	301,185	291,404	-3.2%
WARNINGS ISSUED			
Highway Patrol Warnings	255,746	240,885	-5.8%
Criminal Investigations Liquor Warnings	20	2	-90.0%
Total Warnings	255,766	240,887	-5.8%
STOLEN VEHICLES RECOVERED			
Highway Patrol	1,365	1,445	5.9%
Criminal Investigations	2,724	192	-92.9%
Total Vehicles Recovered	4,089	1,637	-59.9%
DRUGS SEIZED (by weight)			
<i>Marijuana</i>			
Highway Patrol	29,474.6 lbs.	35,353.2 lbs.	19.9%
Criminal Investigations	62,356.0 lbs.	137,155.0 lbs.	119.9%
Total Marijuana Seized	91,830.6 lbs.	172,508.2 lbs.	87.9%
<i>Heroin</i>			
Highway Patrol	29.4 lbs.	0 lbs.	-100.0%
Criminal Investigations	2.1 lbs.	16.5 oz.	-50.9%
Total Heroin Seized	31.5 lbs.	16.5 oz.	-96.7%
<i>Cocaine</i>			
Highway Patrol	238.3 lbs.	428.6 lbs.	79.9%
Criminal Investigations	889.0 lbs.	1,014.0 lbs.	14.1%
Total Cocaine Seized	1,127.3 lbs.	1,442.6 lbs.	27.9%
<i>Methamphetamine</i>			
Highway Patrol	209.5 lbs.	95.6 lbs.	-54.4%
Criminal Investigations	92.0 lbs.	121.0 lbs.	31.5%
Total Methamphetamine Seized	301.5 lbs.	216.6 lbs.	-28.2%

Source: Highway Patrol and Criminal Investigations Divisions

Office of the Director



Office of the Director

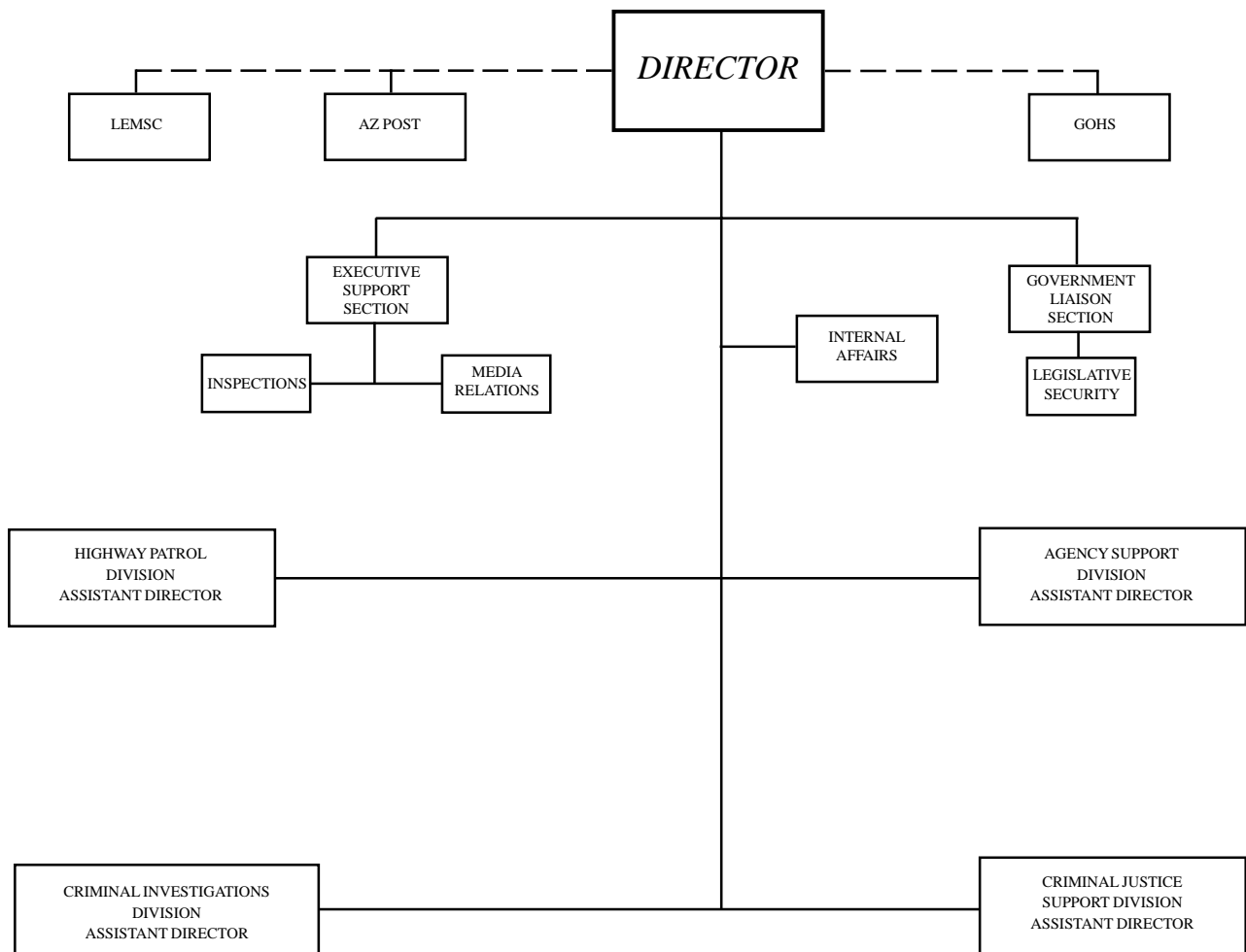


The director of the Arizona Department of Public Safety, Colonel Dennis Garrett, establishes the Department's goals, policies, procedures and organizational structure. He directs and controls the activities of the Department and is responsible for accomplishing its mission.

The Director's Office consists of the executive officer, government liaison, legislative security and Internal Affairs. The Governor's Office of Highway Safety (GOHS), the Arizona Peace Officer Standards and Training board (AZ POST) and the Law Enforcement Merit System Council (LEMSC) are administratively supported by the Director's Office.



Colonel Dennis A. Garrett
Director





Office of the Director

Overview of the Director's Office:

Executive Officer

- Manages the personnel and functions of the director's staff, provides staff support to the director and is the agency ombudsman.
- Oversees and supervises the Media and the Inspections and Control units.

Internal Affairs

- Conducts internal investigations to ensure the integrity and professionalism of the Department.

Government Liaison

- Monitors proposed legislation pertaining to the criminal justice system.
- Oversees and supervises security for the Arizona Senate and House of Representatives.
- Ensures cooperative relations between the Department and local, county, state and federal criminal justice agencies.

Governor's Office of Highway Safety (GOHS)

- Administers federal highway safety funds on behalf of the governor.
- Serves as the governor's highway safety representative and spokesperson on highway safety-related issues, including liaison with the legislature.
- Receives proposals, evaluates and awards federal highway safety grants to local jurisdictions and state agencies as designated in the annual Highway Safety Plan. Awards are based on problem identification and performance-based goals and objectives.
- Provides assistance in the form of seed monies to local governments in the development and operation of community highway safety programs.
- Executes highway safety contracts on behalf of the governor with the federal government, state agencies and political subdivisions of the state.

Office of the Director



Law Enforcement Merit System Council (LEMSC)

The Law Enforcement Merit System Council (LEMSC) consists of three members appointed by the governor who each serve six-year terms. Members are chosen on the basis of experience in and sympathy with merit principles of public employment. Members shall not have held elective public office within one year before appointment and shall not hold any other political office while serving on the LEMSC.

- Adopts rules it deems necessary for establishing: (a) a classification and compensation plan for all covered positions in the Department and establishing standards and qualifications for all classified positions; (b) a plan for fair and impartial selection, appointment, probation, promotion, retention and separation or removal from service by resignation, retirement, reduction in force or dismissal of all classified employees; (c) a performance appraisal system for evaluating the work performance of DPS employees; (d) procedures for the conduct of hearings of employee grievances brought before the LEMSC relating to classification, compensation and the employee appraisal system; (e) procedures for the conduct of hearings on appeals from an order of the director of DPS in connection with suspension, demotion, reduction in pay, loss of accrued leave, or dismissal of a classified employee.

Arizona Peace Officer Standards and Training Board (AZ POST)

- Establishes rules and regulations governing the conduct of all business coming before the board.
- Prescribes minimum qualifications for officers appointed to enforce the laws of the state.
- Recommends curricula for advanced courses and seminars for law enforcement training in universities, colleges and junior colleges in conjunction with the governing body of the educational institutions.
- Determines whether political subdivisions of the state are adhering to the standards for recruitment and training.
- Approves a state correctional officer training curriculum and establishes minimum standards for correctional officers.
- Approves allocations from the Peace Officers Training Fund to provide law enforcement training, and to provide grants to cities, towns and counties for law enforcement training.
- Provides training and related services to assist state, tribal and local law enforcement agencies to better serve the public.

Highway Patrol DÍVÍSIÓN



Highway Patrol Division

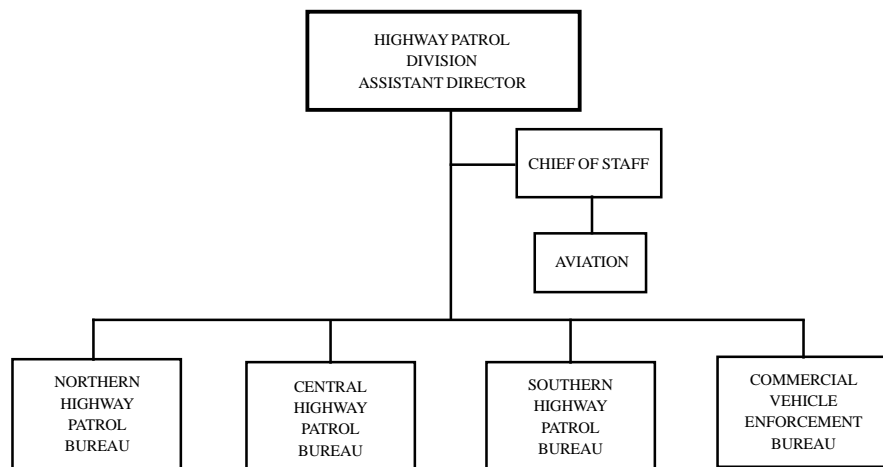


The Highway Patrol Division (HPD) at the Department is comprised of Patrol, Commercial Vehicle Enforcement, Aviation, Vehicular Crimes and the Duty Office. The Patrol is aligned into three bureaus based on geographic regions – Northern, Central and Southern. The Commercial Vehicle Enforcement Bureau and the Aviation Section are statewide programs administered centrally with satellite offices statewide. The Vehicular Crimes Unit, a state-wide program, is administered at the Division level.

The mission of the Highway Patrol Division is to ensure the safe and expeditious use of the highway transportation system for the public and to provide assistance to local and county law enforcement agencies. The Division additionally provides services and enforcement in commercial motor vehicle, tow truck, school bus and safety programs and is responsible for the Department's air rescue and aviation services.



Lt. Colonel William R. Reutter
Assistant Director





Highway Patrol Division

*O*verview of the Highway Patrol Division:

- Patrols nearly 6,000 miles of state and federal highways and enforces Arizona traffic and criminal laws.
- Investigates traffic collisions, controls motor-vehicle traffic, conducts collision-reduction details, assists other law enforcement agencies, promotes traffic safety through public awareness programs and provides specialized training to other criminal justice agencies.
- Investigates vehicular crimes and assists other agency personnel with expert collision investigation, reconstruction and crime-scene support.
- Enforces commercial vehicle regulations.
- Provides training and assistance to criminal justice personnel and to local law enforcement agencies in commercial vehicle law enforcement.
- Responds to incidents throughout the state involving discharge of hazardous materials.
- Provides specialized training to law enforcement personnel in mitigating hazardous materials incidents.
- Provides an immediate, around-the-clock statewide air-support response capability for critical occurrences and emergency situations.
- Provides aerial and logistical aviation support for law enforcement, highway safety and traffic enforcement operations.
- Provides air transport services in support of governmental operations and critical administrative functions.
- Provides a 24-hours-a-day information clearing center (Duty Office) to coordinate agency responses, notifications and information to the public.
- Conducts self inspections of district administration, logistics and operations.

FY 2004 At a Glance

On an average day, officers in the Highway Patrol Division

Stopped	1,352.7	violators
Issued	798.2	traffic citations
Assisted	401.6	motorists
Seized	96.9	pounds of marijuana
Investigated	84.8	traffic collisions
Made	21.2	DUI arrests
Recovered	4	stolen vehicles
Inspected	60	commercial vehicles
Placed	10.9	commercial vehicles out of service

Source: Highway Patrol Division

Highway Patrol Division



Highway Patrol Activities

	FY 2003	FY 2004	% Change
NUMBER OF MILES PATROLLED	18,363,977	19,229,079	4.7%
VIOLATORS STOPPED	478,703	493,750	3.1%
CITATIONS ISSUED			
Hazardous Violations	189,516	179,719	-5.2%
Non-Hazardous Violations	111,419	111,639	0.2%
Totals	300,935	291,358	-3.2%
WARNINGS ISSUED			
Hazardous Violations	176,587	158,013	-10.5%
Non-Hazardous Violations	79,159	82,872	4.7%
Totals	255,746	240,885	-5.8%
SEAT BELT VIOLATIONS			
Citations Issued	23,419	19,681	-16.0%
Warnings Issued	687	655	-4.7%
Child Restraint Citations	4,759	4,430	-6.9%
Child Restraint Warnings	165	48	-70.9%
REPAIR ORDERS ISSUED	141,109	139,656	-1.0%
MOTORIST ASSISTS	144,590	146,590	1.4%
STOLEN VEHICLES RECOVERED			
Auto Theft Recoveries	1,065	1,105	3.8%
Border Liaison Recoveries	300	340	13.3%
Totals	1,365	1,445	5.9%
ARRESTS			
Felony (excludes DUI)	4,614	3,847	-16.6%
Misdemeanor (excludes DUI)	9,933	6,948	-30.1%
Warrant (misdemeanor & felony)	7,262	7,728	6.4%
DUI (misdemeanor & felony)	7,395	7,746	4.7%
Totals	29,204	26,269	-10.0%
ASSISTANCE TO OTHER AGENCIES			
Number of Hours	24,475	22,876	-6.5%
Number of Calls	19,036	19,947	4.8%
COMMERCIAL VEHICLE ENFORCEMENT			
Motor Carrier Inspections	29,011	21,908	-24.5%
Vehicles Placed Out of Service	5,905	3,993	-32.4%
Drivers Placed Out of Service	3,414	3,923	14.9%
Vehicles Weighed *	546	359	-34.2%
School Buses Inspected	7,915	8,257	4.3%
Tow Trucks Inspected	2,412	2,618	8.5%

* FY03 data reflect an enforcement emphasis on collision-causing violations versus weight enforcement.

Source: Highway Patrol Division



Highway Patrol Division

*Highway Patrol Drug Seizures**

	FY 2003		FY 2004		% CHANGE
DRUGS SEIZED (by weight)					
Marijuana	29,474.60	lbs.	35,353.20	lbs.	19.9%
Heroin	29.4	lbs.	0	lbs.	-100.0%
Cocaine	238.3	lbs.	428.6	lbs.	79.9%
Methamphetamine	209.5	lbs.	95.6	lbs.	-54.4%
DRUG-RELATED CASH SEIZED	\$1,404,614		\$1,309,186		-6.8%

* Criminal Investigations Division drug seizures are listed in the tables for that program.

Source: Highway Patrol Division

Traffic and Alcohol

	FY 2003	FY 2004	% Change
COLLISIONS INVESTIGATED BY DPS			
Total Collisions	29,458	30,936	5.0%
Number Alcohol-Related Collisions	1,342	1,386	3.3%
Percent Alcohol-Related Collisions	4.6%	4.6%	---
INJURIES			
Total Injuries	15,332	15,098	-1.5%
Number of Collisions with Injuries	8,873	8,675	-2.2%
Number Alcohol-Related Injury Collisions	697	709	1.7%
Percent Alcohol-Related Injury Collisions	7.9%	8.2%	.3%
FATALITIES			
Total Fatalities	382	434	13.6%
Number of Fatal Collisions	311	364	17.0%
Number Alcohol-Related Fatal Collisions	44	66	50.0%
Percent Alcohol-Related Fatal Collisions	14.1%	18.1%	4.0%

Source: Highway Patrol Division

Highway Patrol Division



Highway Patrol Reserve Program Activities

	FY 2003	FY 2004	% Change
SWORN RESERVE OFFICERS	31	27	-12.9%
Civilian reserve volunteers - New		72	
SWORN RESERVE HOURS	6,766	5,563	-17.8%
Civilian reserve volunteer hours - New		5,182	
VIOLATORS STOPPED	1,350	1,136	-15.9%
CITATIONS ISSUED			
Hazardous Violations	478	475	-0.6%
Non-Hazardous Violations	523	356	-31.9%
Totals	1,001	831	-17.0%
WARNINGS ISSUED			
Hazardous Violations	489	253	-48.3%
Non-Hazardous Violations	142	155	9.2%
Totals	631	408	-35.3%
REPAIR ORDERS ISSUED	169	192	13.6%
MOTORIST ASSISTS	1,074	912	-15.1%
CIVILIAN RESERVE MOTORIST ASSISTS - New	---	1,314	
STOLEN VEHICLES RECOVERED	2	4	100.0%
ARRESTS			
Felony (excludes DUI)	14	5	-64.3%
Misdemeanor (excludes DUI)	48	28	-41.7%
DUI (misdemeanor & felony)	9	6	-33.3%
Totals	71	39	-45.1%
COLLISION INVESTIGATIONS	122	150	23.0%
COLLISION INVESTIGATIONS/ASSISTS	168	140	-16.7%
CIVILIAN RESERVE INVESTIGATIONS/ASSISTS - New	---	11	---

Source: Highway Patrol Division



Highway Patrol Division

Highlights of the Highway Patrol Division:

Highway Patrol chief chairs committee examining officer safety issues

Lt. Col. William Reutter, assistant director of the Highway Patrol Division, was selected as chairman of the Law Enforcement Stops and Safety Subcommittee (LESSS) of the International Association of Chiefs of Police (IACP) Highway Safety Committee.

In fiscal year 2004, at the request of the Arizona/Ford Blue Ribbon Panel, the IACP formed LESSS to work with the National Highway Traffic Safety Administration (NHTSA) in a cooperative effort aimed at improving the working environment for officers nationwide.



LESSS consists of 26 national safety experts representing various government and law enforcement agencies, safety advocacy groups, and the three largest vehicle manufacturers in the United States – Ford Motor Company, General Motors Corporation, and Daimler Chrysler Motor Corporation.

LESSS and its three work groups focused on the best practices for officers to avoid injury or worse in the event of a rear-end crash during traffic stops and other roadside contacts. Additionally, LESSS reviewed vehicle designs and after-market equipment while working with manufacturers to improve the safety of police vehicles.

DPS Air Rescue extricates hiker

The Pima County Sheriff's Office requested assistance from DPS' Southern Air Rescue Unit with the search and rescue of a 61-year-old man injured in a fall while hiking the Finger Rock Trail in the Catalina Mountains north of Tucson.

The DPS crew located the victim on a cliff face in an inaccessible area. Due to terrain and deteriorating March weather conditions, the pilot was not able to find a suitable landing area. Ground units made it to the victim who was immobile due to an ankle fracture. The helicopter was rigged for a short-haul operation using a 50-foot rope. After the short haul, the victim was taken to a Tucson hospital via ground ambulance.

The dramatic rescue was covered by a Tucson television station. The footage demonstrated exemplary flying skills by a DPS pilot who successfully completed a difficult rescue under less than desirable conditions.



Highway Patrol Division



DPS officer seizes large amount of cash

An Interstate 40 traffic stop of a commercial vehicle by a DPS officer in late March resulted in the discovery of more than \$1 million in cash and the arrest of the driver on a previous felony warrant.

A search incident to arrest turned up some cash before a canine unit was called to the scene just east of Ash Fork. Before the officers were done, \$1,106,635 was recovered from inside the seats, the trailer frame rails and from an air shield mounted on the truck cab.

The driver, who also was charged with failure to have a commercial driver's license, claimed no knowledge of the cash. In addition to the cash, a 2001 Ford dual-wheel crew cab truck, a 35-foot car-hauler trailer and the three vehicles on the trailer were seized.

This incident received considerable local and state media attention and was reported nationally on Cable News Network (CNN).



DPS officer survives assault, kills assailant

A routine traffic stop on U.S. 93 near Wikieup turned out to be anything but routine for a DPS Highway Patrol officer.

During the stop, the officer approached the passenger side of the vehicle where he was able to observe marijuana and drug paraphernalia on the passenger's lap. He had the driver exit the vehicle and step to the right side of the road where he placed him in handcuffs. While the driver was being handcuffed, the passenger exited the vehicle and quickly attacked the officer.

The officer attempted to defend himself, but was tackled in the highway where both suspects continued the assault by hitting and kicking him as well as trying to disarm him. The fight continued across the highway and down a dirt embankment before the officer drew his semi-automatic weapon and fired, fatally wounding the passenger. The handcuffed driver then complied and was arrested.

The 24-year-old driver was booked into the Mohave County Jail in Kingman and charged with attempted homicide and aggravated assault. The officer, a five-year DPS veteran, was transported by helicopter to Kingman Regional Medical Center where he was treated and released for blunt trauma to his head and face as well as injuries to his legs and arms.



Operation Click It or Ticket a success

The Central Highway Patrol Bureau kicked off *Operation Click It or Ticket* starting in mid May and continuing through the first week of June.

The operation focused on State Route 101 in the Phoenix and Scottsdale areas which had become notorious for high speeds and serious crashes. During the operation, officers stopped 622 vehicles, arrested six individuals on various charges, and issued 397 citations, including 177 for seatbelt violations.

Operation Click It or Ticket proved to be a success as the pre-operation survey indicated a 70-percent seatbelt compliance rate while the post-operation survey projected an 88-percent compliance rate. The Governor's Office of Highway Safety provided overtime funding for the operation.



Highway Patrol Division

Suspect with hammer and nails arrested twice

Between July 7-13, Wickenburg-area Highway Patrol officers responded to dozens of motorist assist calls involving flat tires on U.S. 60 west of Wickenburg and State Route 89 near Yarnell.

In some cases, motorists sustained multiple flat tires, including a woman with children whose vehicle sustained four flat tires.

Upon investigation, officers found concrete nails driven into the roadway. When additional calls for motorist assists came in later that night, officers responded and contacted a local resident driving a moped who was in possession of a hammer and nails. After a brief investigation, the man was arrested. Nearly 150 flat tires were attributed to his actions, including four DPS vehicle tires.

On July 25, the Wickenburg area sergeant received information that the same subject who had been released from jail was observed purchasing nails, screws and a hammer at a local hardware store. During surveillance of the subject, officers observed him again driving nails and screws into the roadway.

The subject, a 47-year-old Wickenburg resident, was arrested again and incarcerated on numerous charges. He told arresting officers that he “just wanted to get even with people.”



DPS hosts truck enforcement detail on Interstate 40

The Commercial Vehicle Enforcement Bureau conducted a three-day, multi-agency homeland security detail in mid July on Interstate 40 west of Flagstaff.

Operation Safe and Secure Trucks across Arizona involved officers from DPS as well as numerous local, county and federal law enforcement agencies. The operation focused on conducting safety and security checks on commercial vehicles and drivers.

Some 4,800 commercial vehicles passed through the checkpoint of which 678 were inspected. Officers placed 21 vehicles and 110 drivers out of service. Information developed during the contacts with the drivers relating to homeland security was directed to the appropriate agencies.



DPS officers assist Santa Cruz County Sheriff's Office

As the result of several resignations, the Santa Cruz County Sheriff's Office requested assistance from DPS to help provide manpower for responding to calls for service.

The request for assistance became necessary after several deputies resigned within a short period of time from the sheriff's office for higher paying positions with other law enforcement agencies. DPS assistance was requested until new deputies could be hired.

During this three-month period that ended in September, Highway Patrol officers handled 218 calls for service that normally would have been effected by sheriff's deputies.

Highway Patrol Division



DPS Aviation rescues stranded motorists

A late-August heavy thunderstorm and torrential rain struck Mohave County in the Kingman area leaving behind several flooded roadways.

As a result, the Western Air Rescue helicopter based in Kingman responded and made several night rescues of people stranded with their vehicles in washes, or separated from safety on small slivers of land surrounded by raging waters. One rescue involved a woman and her 2-year-old child whose vehicle was stuck in a flooded wash.

Shootout near Casa Grande leaves four dead

The theft of a “load” of undocumented aliens from one smuggler by another triggered a deadly shootout on Interstate 10 near Casa Grande.

After losing their human “cargo” near Marana, the “coyotes” pursued the other smugglers and opened fire on the occupants of two vehicles striking those vehicles 28 times. The driver and three occupants of one vehicle were dead at the scene from bullet wounds. Two others in another vehicle were struck by gunfire before fleeing the scene.

DPS officers stopped the suspect vehicle on Interstate 10 in the Phoenix area, arresting four occupants, including a woman with a gunshot wound in her leg. The other vehicle involved in the Nov. 4 incident was found abandoned near Riggs Road.

The westbound lanes of Interstate 10 were closed for some eight hours while an investigation was completed.



Highway Patrol officers assist at Lewis Prison

Members of the Metro West Civil Emergency Task Force (CETF) responded to a hostage situation at the Sam Lewis Prison Complex, south of Buckeye, after two inmates overpowered guards before taking control of the watch tower giving the convicts access to a variety of lethal weapons.

The CETF team was released after DPS hostage negotiators and special operations personnel arrived at the prison complex where two correctional officers were being held hostage.

The DPS Aviation Section provided continuous air support to DPS personnel as well as other agencies handling the ongoing high-risk hostage situation at the prison. An Air Rescue helicopter remained continuously on site at the prison until the situation was resolved Feb. 1, some 15 days after the takeover began.

Other Air Rescue crews flew personnel and equipment to the prison from various parts of the state. A DPS fixed-wing aircraft was also dispatched to the Los Angeles area to pick-up a special listening device from the Los Angeles County Sheriff’s Office for possible use in the incident.

When one hostage was released Jan. 24, an Air Rescue crew transported him from the prison to a Phoenix hospital for medical treatment. When the incident ended, Air Rescue also flew the second hostage to a Phoenix hospital for treatment.





Highway Patrol Division

Miracle child survives crash, frigid temperatures

Her nickname is “Angel.” But, after surviving several nights in frigid weather conditions by cuddling next to her dead mother, some began calling this little 3-year-old the “miracle child.”

The ordeal for Angelica “Angel” Emery-Wade began after the automobile in which she was riding went off U.S. 60 and crashed, killing the child’s mother. Angel, who was not secured in a child safety seat, endured by subsisting on crackers while clinging to her mother who died from injuries suffered in the Jan. 21 crash about 35 miles north of Globe.

The wrecked compact car, found some 40 feet off the roadway down a 20-foot embankment, went undetected until Jan. 26 when found by a passerby who alerted the Highway Patrol.

Angel was transported to a Phoenix hospital for treatment of frostbite to her fingers and feet and malnutrition.

Loose splash guard leads to drug arrest

Although some may consider marijuana a form of produce, it’s still illegal to possess or transport the leafy substance.

After observing a loose splash guard on a passing tractor-trailer rig, a Commercial Vehicle Enforcement officer stopped the vehicle on Interstate 40 near Flagstaff. During the Feb. 17 stop, the officer received conflicting stories from the two drivers, so he initiated a full commercial vehicle inspection.

When the officer opened the rear trailer doors, he noticed foot and knee prints up and over the freight, which were boxes of produce. The officer then called for assistance. After crawling on top of the freight, he saw several large bundles of marijuana wrapped in cellophane.

It was later learned that the 867 pounds of marijuana found by the DPS officers was destined for the Chicago area. Both drivers were arrested on numerous drug charges.



DPS assists Apache Tribe with election

DPS officers, sergeants, and lieutenants from the northern Highway Patrol Bureau assisted the White Mountain Apache Tribe during its tribal council election process.

Because of problems that occurred in a previous election two years prior, area and tribal law enforcement agencies anticipated similar activity during the early April election process which featured several candidates from various clans seeking election to the tribal council.

DPS utilized personnel from various districts in a coordinated effort with the Whiteriver Police Department and Bureau of Indian Affairs to keep the peace. DPS officers encountered some rock throwing from angry tribal members on the eve of the election which resulted in damage to four DPS vehicles. Fortunately, no officers were injured.

On April 8, DPS personnel again assisted the White Mountain Apache Tribe, providing assistance during the formal announcement and ratification of the votes from the previous day’s election. There were some minor altercations during the ceremony, but no injuries were reported. Once the program concluded, the crowd dispersed and DPS ended its operations in the Whiteriver area.

Highway Patrol Division



DPS officer uses TV tip to arrest violent criminal

Sometimes it pays to watch the news on television.

On May 1, a DPS officer was watching television news while preparing for his 4 a.m. shift in the Casa Grande area when a report on the program captured his attention. The report concerned an “at-tempt to locate” (ATL) from the Scottsdale Police Department for a subject suspected of committing numerous violent crimes, including aggravated assault of a police officer and carjacking. According to the news report, the subject had been on a four or five-day crime spree.

The officer made a note of the license plate number and left to start his shift. While driving through an Interstate 10 rest area west of Casa Grande, he saw a dark purple compact car backed into a parking space. After observing a young man asleep in the driver’s seat, the officer checked the license plate and realized it was the ATL vehicle from Scottsdale. The suspect was taken into custody without incident. A 40-caliber handgun was found in the vehicle.

DPS officers team up to prevent a suicide attempt

Several Central Patrol Bureau officers responded to a call May 9 of a subject threatening suicide by jumping off the 16th Street Bridge over Interstate 10 in Phoenix.

One DPS officer initiated a traffic break stopping all traffic in the eastbound traffic lanes of Interstate 10. Another officer cut a hole in the overpass fence with bolt cutters and then was able to wrap a vehicle tow strap around the subject. The subject was held tight to the fence for about 25 minutes while waiting for the Phoenix Fire Department to respond with a bucket truck.

The Phoenix Fire Department hoisted the first officer in the bucket and the subject was taken into custody. Further investigation revealed the subject, who was admitted to an area medical facility, was impaired by crack cocaine.

DPS stands guard over Declaration of Independence

For nine days in October, several Highway Patrol officers were responsible for guarding one of the most important documents in American history – the Declaration of Independence.

At least two DPS officers stood guard over the historic document, one of 25 original such documents, each hour it was on display at the Arizona State Capitol Museum in Phoenix.

To help ensure that the valuable document would remain safe and not be stolen or damaged, two uniformed DPS officers flanked the item every minute it was on display at the capitol.

In the end, 42 DPS officers from every division of the agency covered 60 separate shifts of “guard duty.” The Declaration of Independence was at the capitol as part of a special tour that would take the historic document to 40 U.S. cities.



Criminal Investigations DÍVÍSIÓN



Criminal Investigations Division



The Criminal Investigations Division is committed to providing the highest quality investigative and specialized response services to the public and the criminal justice community. The Division is guided by three immutable values: honor, courage and commitment, while fostering a supportive and empowered environment for our employees.

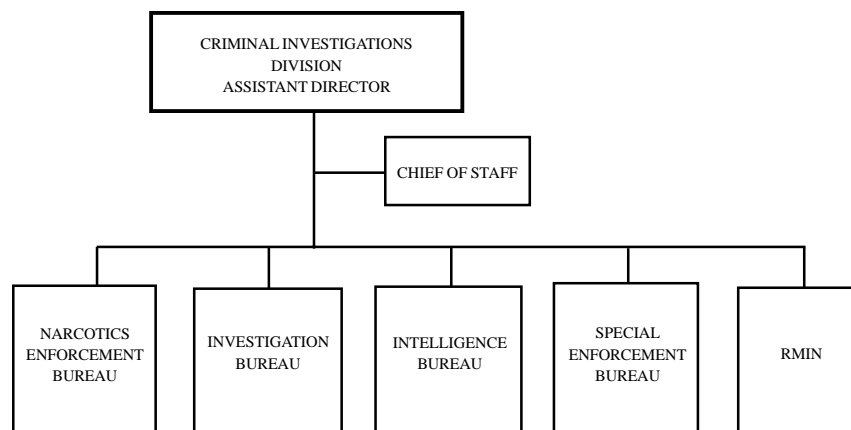
The Criminal Investigations Division mission is to protect the public by deterring crime using innovative investigative and specialized enforcement strategies and resources.

The Criminal Investigations Division provides statewide investigative specialized enforcement and high-risk response support to federal, state and local criminal justice agencies. The Division conducts investigations regarding narcotic trafficking, organized crime, intelligence, vehicle theft, gangs, computer and financial crimes, as well as major crime investigations when requested by other criminal justice agencies. The Division provides specialized high-risk responses to acts of extraordinary violence and domestic preparedness incidents.



Lt. Colonel Norm B. Beasley
Assistant Director

Bureaus within the Criminal Investigations Division are Narcotics, Investigation, Intelligence and Special Enforcement, as well as the Rocky Mountain Information Network (RMIN). The Division also oversees the Civil Emergency Task Force (CETF) and the Governor's Protection Detail.





Criminal Investigations Division

Overview of the Criminal Investigations Division:

Domestic Preparedness Command

- Centralizes all DPS terrorist response functions under one command.
- Provides 24-hour, 7-days-a-week link to the Department for assistance in public information.
- Maintains a secure website which is accessible by law enforcement and responder agencies nationwide.

Civil Emergency Task Force

- Develops Civil Emergency Task Force (CETF) operational plans.
- Maintains and updates the Department's emergency response plans.
- Contends with civil emergency and special events that exceed the capabilities of a single district. Incidents include natural disasters, civil disorders, prison disturbances, crowd and demonstration management, and special events requiring deployment of substantial Department resources.
- Maintains CETF-related equipment and specialized vehicles.

Governor's Protection Detail

- Provides security and transportation to the governor and the governor's family.
- Provides assistance to executive protection units from other states and to visiting governors/dignitaries.

Narcotics Enforcement Bureau

- Enforces state narcotics laws by conducting investigations on groups and individuals who manufacture, distribute and sell illegal drugs.
- Enhances cooperative efforts in drug enforcement by administering and participating state-wide in 18 federal, state and local task forces.
- Conducts narcotics investigations initiated by Highway Patrol officers to identify and disrupt drug-smuggling organizations using state highways.
- Assists Highway Patrol officers in processing drug seizures, felony arrests and activities that require in-depth investigation methods.
- Identifies, investigates and eradicates clandestine drug manufacturing facilities throughout Arizona.
- Provides expertise assistance to criminal justice agencies with the investigation and dismantling of clandestine drug labs.

Criminal Investigations Division



Investigation Bureau

The Investigation Bureau is comprised of three districts: Vehicle Theft Interdiction, Southern Investigation and Major Crimes Investigation. These three districts are further divided into specialized units: Special Investigations, Computer Forensics, Liquor, Financial Crimes, Geographical Information Systems (GIS) and Auto Theft.

Southern Investigation - Major Crimes District

- Investigates the Department's critical incidents which may involve death or serious injury and provides support to other units in the investigation of less serious critical incidents.
- Investigates alleged criminal misconduct by departmental employees.
- Investigates alleged public official and employee misconduct for political subdivisions throughout Arizona.
- Investigates critical incidents and allegations of criminal misconduct involving employees of city, county, state and federal agencies. Investigations include homicides, vehicle pursuits resulting in serious injury or death, allegations of sexual misconduct, employee theft and officer-involved shootings.
- Investigates computer crimes including child porn, cyber stalking, fraud, homicide and intrusions into computer networks.
- Provides investigative support to city, county, state and federal agencies with nationally-certified detectives recognized as experts in the field of search, seizure and forensic imaging of computer hard drives.
- Provides a regional computer forensic laboratory available to city, county, state and federal agency computer crimes investigative personnel.
- Conducts computer seizure and forensics training to criminal investigators from law enforcement agencies throughout the state.
- Assists city, county, state and federal law enforcement agencies by providing investigative support into serious crimes occurring within their communities.
- Provides support to the Highway Patrol Division to include investigations involving aggravated assault, homicide, hit-and-run collisions and narcotic interdiction.

Investigation Service Requests from Other Agencies

	FY 2003	FY 2004	% Change
TYPE OF REQUEST			
Auto Theft Investigations	387	271	-30.0%
Criminal Surveillances	174	79	-54.6%
Drug Investigations	975	730	25.1%
Explosive Incident Responses	394	391	0.80%
Hostage Negotiations	11	6	-45.5%
Internal Investigations	10	14	40.0%
Liquor Investigations	67	19	-71.6%
Gangs	175	91	-48.0%
Tactical Operations	157	98	-37.6%
Technical Surveillance	36	27	-25.0%
Training	223	272	21.97%
Other	1,071	703	-34.4%
Total Number of Agencies Served	416	381	-8.4%
Total Hours	120,454.10	81,773.60	-32.1%

Source: Criminal Investigations Division



Criminal Investigations Division

Criminal Investigations Activities

	FY 2003	FY 2004	% Change
PERSONS ARRESTED			
Drug Offenses	1,549	1,370	-11.56%
Non-Drug Related	1,270	894	-29.6%
Total Arrests	2,819	2,264	-19.69%
COURT DOCUMENTS SERVED			
Search Warrants	245	173	-29.4%
Felony Arrest Warrants	583	495	-15.1%
Total Documents Served	828	1,116	34.8%
ASSETS SEIZED			
Vehicles	139	203	46.04%
Other Items	85	65	-23.5%
Cash	\$32,508,606	\$58,719,064	80.62%
Real Property Value	\$20,850,000	\$2,113,220	-89.87
Total Value of Seized Assets	\$55,927,581	\$60,356,211	7.91%
PROPERTY RECOVERED			
Vehicles	2,724	192	-92.96%
Personal Property/Other Items	282	109	-61.3%
Cash	\$21,868	\$22,360	2.25%
Weapons	84	76	-9.52%
LIQUOR ENFORCEMENT			
Liquor Warnings	20	2	-90.0%
Liquor Misdemeanors	250	46	-81.6%
Investigations Referred to DLLC *	160	9	-94.4%
Regulation Violations	21	0	-100%
DLLC Complaints Closed	54	0	-100%
Covert Underage Buy (CUB) Activity			
Establishment Checks	1,049	194	-81.5%
Establishments Cited	177	19	-89.3%
CRIMINAL INVESTIGATION RESEARCH			
Research Requests - DPS	4,219	3,416	-19.0%
Research Requests - Other Agencies	6,543	5,544	-15.3%
Total Research Requests	10,762	8,960	-16.7%
Intelligence Documents Submitted	2,970	3,065	3.2%
SPECIAL INVESTIGATIONS			
DPS-Critical Incident Investigations	17	12	-29.4%
Other Agency Criminal/Admin. Investigations	26	20	-23.0%
Other Agency Officer-Involved Shootings	8	7	-12.5%

* Department of Liquor Licenses and Control

Source: Criminal Investigations Division

Criminal Investigations Division



Vehicle Theft Interdiction (VTI)

The Vehicle Theft Interdiction Task Force is funded by a grant from the Arizona Auto Theft Authority. The task force consists of city, county, state and federal law enforcement agencies participating in a concerted effort to identify, apprehend and prosecute individuals and criminal organizations that profit from the theft of motor vehicles and related crimes.

- Investigates property crimes involving vehicles and related components and insurance fraud.
- Provides technical expertise, training and investigative support to law enforcement agencies targeting auto theft and related crimes.

Vehicle Theft Interdiction (VTI) Services*

	FY 2003	FY 2004	% Change
Stolen Vehicles Recovered	2,545	2,986	17.3%
Altered Vehicle Identification Numbers	276	297	7.6%
Estimated Value	\$27,306,291	\$31,577,405	15.6%
Chop Shops ** Investigated/Closed	42	36	-14.3%
Felony Arrests	301	307	2.0%
Insurance Fraud Investigations	52	41	-21.2%
Requests for Services	949	1,130	19.1%
Community Education Programs	37	3	-91.9%
Law Enforcement Officers Trained	1,315	1,018	-22.6%
Agencies Participating in VTI Task Force	21	18	-14.3%

* Statistics represent work of DPS and officers from 18 other agencies participating in the VTI task force.

** Chop shop: a place where stolen vehicles are stripped of salable parts.

Source: Criminal Investigations Division

Intelligence Bureau

- Collects, analyzes and disseminates intelligence information to criminal investigation units, the Highway Patrol and other law enforcement agencies throughout Arizona.
- Reviews and analyzes evidentiary materials related to criminal activity and converts such materials into charts and reports.
- Provides graphic support capabilities to law enforcement entities in suspect identification.
- Publishes intelligence bulletins for dissemination to criminal justice agencies.
- Administers the Arizona criminal intelligence database, a component of the Southwest Border States Anti-Drug Information System that provides criminal justice agencies in California, New Mexico, Texas and Arizona a network database of intelligence information on narcotic violators.
- Serves as the statewide clearinghouse for the national "Center for Missing and Exploited Children," a program designed to provide research, support and referral assistance to jurisdictional agencies in the pursuit of missing persons investigations.
- Participates in the High Intensity Drug Trafficking Area (HIDTA) center. This program collects, analyzes, coordinates, and disseminates information to law enforcement for use in interdicting and investigating illicit drug trafficking, money laundering and associated violent crimes.
- Participates in the Amber Alert Program, an early-warning system to help find missing children.
- Participates in the Joint Drug Intelligence Group (JDIG), a multi-agency intelligence task force compiled of investigators and analysts whose purpose is to actively collect, evaluate, collate, analyze and disseminate detailed, relevant source information concerning drug organizations.
- Identifies and completes background research on suspects involved in criminal activity and locates subjects under investigation by criminal justice agencies.



Criminal Investigations Division

Special Enforcement Bureau

GITEM

The Gang Intelligence and Team Enforcement Mission (GITEM) task force is responsible for assisting criminal justice agencies statewide in formulating and implementing gang enforcement and investigative strategies. Consists of nine squads geographically located in Maricopa, Coconino, Mohave, Navajo, Apache, Pinal, Pima, Cochise and Yuma counties.

- Collects and shares gang information with other law enforcement agencies.
- Trains criminal justice personnel regarding identification and interdiction of gangs.
- Educates the public through community awareness programs and presentations.

Special Operations Unit/Explosives Ordinance Disposal (SOU-EOD)

- Conducts high-risk search warrant entries for the Department and other law enforcement agencies.
- Provides specifically-equipped and specialty-trained personnel for response to barricaded suspects and hostage situations.
- Provides personnel equipped, trained and certified to conduct clandestine lab entries.
- Provides expertise nationally in high-risk search warrant entries involving tactical, hostage/barricaded and high-violence situations.
- Provides 24-hour tactical and technical assistance statewide to law enforcement agencies involving potentially life-threatening situations, explosives and hazardous devices and civil emergencies.
- Provides training to other criminal justice agencies regarding tactics and specialized skills.
- Provides specialized assistance on a 24-hour basis in disposing of explosives and explosive chemicals, rendering safe explosives devices, investigation of explosive-related incidents.

Gang Intelligence Team Enforcement Mission Services* (GITEM)

	FY 2003	FY 2004	% Change
DRUGS SEIZED (by weight)			
Marijuana	909 lbs.	56 lbs.	-93.8%
Heroin	1.6 oz.	1.5 oz.	-6.3%
Cocaine	1.7 lbs.	2.1 lbs.	23.5%
Methamphetamine	13 lbs.	2.4 lbs.	-81.5%
PERSONS ARRESTED			
Adults	950	574	-39.6%
Juveniles	92	50	-45.7%
Curfew Violations	4	2	-50.0%
Total Arrests	1,046	626	-40.2%
ASSETS SEIZED			
Vehicles	3	4	33.3%
Currency	\$26,531	\$28,919	9.0%
Weapons	9	6	-33.3%
OTHER			
Community Contacts	9,535	4,620	-51.5%
Citizen Surveys Received	500	0	-100.0%
Field Interrogation Cards	1,152	502	-56.4%
Gang Member Identification Cards	73	184	152.1%
Traffic Citations	406	89	-78.1%

* Statistics represent the work of the GITEM task force which includes DPS officers and officers from other agencies.
Source: Criminal Investigations Division

Criminal Investigations Division



Hazardous Materials Unit

- Responds statewide on a 24-hour basis to hazardous materials incidents.
- Protects life, property and environment by coordinating the mitigation of emergencies pertaining to hazardous materials.
- Works in concert with industry, the public and other agencies to achieve the goal of a safely-controlled incident.
- Provides technical hazardous-materials expertise to all agencies requesting assistance.
- Establishes personal protective protocols and maintains viable atmospheres for investigators dismantling clandestine drug labs.
- Participates in the state's Domestic Preparedness Plan used in establishing crime-scene management.

Tactical Operations and Specialized Enforcement Services

	FY 2003	FY 2004	% Change
Special Operations			
Service Requests	146	129	-11.6%
Other Agencies Assisted	45	34	-24.4%
Explosive Ordnance Detail			
Service Requests	400	405	1.3%
Chemical/Explosives Disposal (# of pounds)	3,314.5	4,079	23.1%
Hazardous Materials/Clandestine Laboratory Safety			
Clandestine Lab Responses	314	127	-59.6%
Hazardous Materials Responses	469	254	-45.8%
Fugitive Detail			
Fugitives Arrested	359	311	-13.4%
Canine Operations			
Searches Conducted	1,311	1,115	-15.0%
Assists to Other Agencies	68	83	22.1%

Source: Criminal Investigations Division

Canine Unit

- Consists of three units geographically located in northern, central and southern Arizona.
- Participates in highway drug interdiction by conducting canine searches on motor vehicles.
- Provides assistance to the Department's Explosive Ordnance Detail and other law enforcement agencies with the utilization of three bomb-detection dogs.
- Assists criminal investigations, federal and local law enforcement personnel with canine-related drug searches.
- Assists Highway Patrol personnel in the investigation of traffic collisions and DUI enforcement.
- Provides training to other agency personnel regarding canine-related duties.



Criminal Investigations Division

Rocky Mountain Information Network (RMIN)

RMIN is a federal-grant project administered by the Bureau of Justice Assistance (BJA), Department of Justice. The Department serves as the grantee for the RMIN program which is one of six federally-funded regional projects comprising the Regional Information Sharing System (RISS).

- Serves more than 10,945 law enforcement officers from more than 873 agencies in the Rocky Mountain region to include Arizona, Colorado, Idaho, Montana, Nevada, New Mexico, Utah, Wyoming and Canada.
- Supports law enforcement agencies in the detection, enforcement and prosecution of multi-jurisdictional criminal activities that traverse local, state and national boundaries within the RMIN region.
- Provides members an on-line state-of-the-art network of criminal intelligence databases that can be queried 24 hours a day using a secure link via the Internet.
- Assists officers with analytical resources for case preparation, charts for courtroom display, computer forensics, financial analysis and other analytical products.
- Publishes a monthly law enforcement bulletin consisting of suspect identification, crime information, officer-safety issues, training opportunities, and relevant law enforcement articles sent to member agencies.
- Assists member agencies in obtaining intelligence and investigative-related training by providing individual and co-sponsored training support for conferences and workshops.
- Loans technical surveillance, investigative and communications equipment to RMIN members.
- Provides investigation and confidential funding assistance to member agencies.
- Provides special support services to designated member multi-agency task forces. RMIN personnel are available to provide on-site criminal intelligence and analytical support.

Rocky Mountain Information Network

	FY 2003	FY 2004	% Change
Investigation Research Activities			
Inquiries (requests)	66,531	42,499	-36.1%
Submissions (intelligence documents)	37,913	63,966	68.7%
Hits in RMIN Intelligence Database	9,994	7,968	-20.3%
Source: Criminal Investigations Division			

Criminal Investigations Division



Criminal Investigations Drug Seizures*

	FY 2003	FY 2004	% Change
DRUGS SEIZED (by weight) **			
Marijuana	62,356 lbs.	137,155 lbs.	119.95%
Heroin	2.1 lbs.	16.5 oz.	-50.89%
Cocaine	889 lbs.	1,014 lbs.	14.06%
Methamphetamine	92 lbs.	121 lbs.	31.52%
Crack	3 lbs.	1 lbs.	-66.6%
OTHER DRUGS (by dose unit) **			
LSD	83 units	0 units	-100.0%
Narcotic Drugs	757 units	50 units	-93.4%
Prescription Drugs	1,745 units	1,601 units	-8.3%
Non-Narc. Controlled Substances	81,029 units	56 units	-99.9%
MISCELLANEOUS SEIZURES			
Marijuana Fields/Greenhouses	1 items	0 items	-100.0%
Marijuana Plants	320 plants	38,409 plants	11,700.0%
Clandestine Laboratories	22 items	9 items	-59.1%

* Highway Patrol drug seizures are listed in the table for that program.

** Drugs are reported either by weight or unit. Each category excludes the other.

Units include various measures such as "hits," doses and tablets.

Source: Criminal Investigations Division



Criminal Investigations Division

Highlights of the Criminal Investigations Division:

CI personnel help defuse prison hostage situation

At the request of the state Department of Corrections, several operational units assigned to the Criminal Investigations Division at the Arizona Department of Public Safety responded to a hostage situation at the Sam Lewis correctional facility south of Buckeye.

Special Operations Unit (SOU) personnel were assigned to various tactical, negotiations, medic and canine operations. DPS negotiators initiated contact with the two state prison inmates who were holding two correctional officers hostage while barricaded in a yard tower. During the course of the 15-day crisis, tactical teams contained the situation while preparing emergency response teams and contingency plans.

On scene also was the DPS Explosives Unit who utilized the Department's robot for deliveries, pickups and the gathering of intelligence information. Additionally, the bomb squad prepared breaching charges in the event of a tactical entry. DPS canines were on site to prepare for a hostage rescue entry if called upon. DPS Intelligence Unit personnel, technical and communications support also assisted during the ordeal that began Jan. 18.



Garbage truck carrying more than trash

Upon receiving information concerning a suspected load of marijuana in the Hereford area, a DPS sergeant assigned to Southern Narcotics drove to the area and observed a garbage truck leaving a residence.

The sergeant also had previously received information that this trucking company was involved in marijuana smuggling. The garbage truck was followed and stopped for various traffic offenses. After a DPS canine alerted to the vehicle, the truck was driven to the DPS office in Sierra Vista and unloaded. Seized were 178 bundles of marijuana weighing more than 3,000 pounds. Two suspects were arrested during this late February drug bust.



DPS assists in major drug investigation.

Intelligence analysts at DPS assisted the Drug Enforcement Administration (DEA) in Nogales by providing locations for numerous suspects believed to be involved in a major drug investigation.

In late July, DEA agents participated in the "El Toro Operation," a national roundup of suspects involved in a major drug-distribution ring. The operation involved 80 agencies in three countries – Mexico, Columbia and the United States, resulting in 240 arrests and the seizure of six tons of cocaine, 25,000 pounds of marijuana, 100 pounds of methamphetamine, a pound of heroin and \$8 million in cash.

Criminal Investigations Division



Canine leads officer to \$347,000

A DPS canine handler seized \$347,000 in U.S. currency after his “partner” alerted to a pickup truck he stopped for an equipment violation on Interstate 10 near Marana.

After contacting the driver of the late-model pickup, the officer utilized his canine to conduct an exterior sniff of the vehicle. A positive alert by the Belgian Malinois led the officer to the money.

This investigation eventually connected with a previous case HIDTA (High Intensity Drug Trafficking Area) agents were working, along with Phoenix police investigators and DPS Central Narcotics detectives, that targeted a major marijuana-smuggling organization based in Mexico.

As the investigation developed, information was ascertained that one of the top organization members was scheduled to be in Arizona to collect this money as proceeds from a sale of marijuana. A multi-agency task force, HIDTA, established surveillance on the suspect from Mexico. As the fiscal year drew to a close, arrests were pending. The money, pickup truck and a motorcycle, however, were seized by investigators.



Detectives arrest five vehicle theft suspects

Vehicle Theft Task Force detectives received information from a concerned citizen pertaining to a group of individuals suspected in numerous burglaries and auto thefts in north Phoenix.

Eventually, task force detectives identified a residence where several of the suspects were living and began conducting surveillance. Following this surveillance operation, the officers took the next step and initiated a covert “sting” operation which resulted in the “purchasing” of a stolen compact from three male suspects whom detectives had linked to the residence.

The detectives then observed a stolen sports utility vehicle (SUV) parked at the suspects’ residence. After two suspects left in the SUV, they were stopped and arrested by task force detectives with assistance from the Glendale Police Department. Further investigation revealed one of the subjects was a suspect in an aggravated assault that occurred in Glendale a week earlier. About a month later, task force detectives and Glendale Police Department detectives executed a search warrant at the residence.

As a result of this investigation, 10 stolen vehicles were recovered and five suspects arrested, three of whom were documented members of the Aryan Brotherhood prison gang.





Criminal Investigations Division

Detectives foil illicit operation with terrorist links

DPS Central Narcotics detectives assigned to a methamphetamine task force served a search warrant as part of an investigation that eventually linked the two suspects to a Middle East terrorist group.

After executing the search warrant, the detectives found numerous financial documents that led the officers to believe that the suspect and his wife were not only buying large amounts of ephedrine, a key ingredient in the manufacturing of meth, but they also were laundering large amounts of money through off-shore banks. These financial documents also revealed their association with a known Middle East terrorist group.

Upon learning this information and because of the large amount of money involved, meth task force detectives contacted the FBI anti-terrorist task force and DPS Financial Crimes. As part of the operation, asset seizure warrants were written and executed which led to the arrest of both suspects.

DPS detectives help dismantle unlicensed business

An investigation initiated by DPS detectives assigned to Prescott Drug Enforcement resulted in the seizure of \$50,000 in cash and the arrest of the suspected ring leader, a citizen of Mexico.

As a result of the cooperative investigation among many DPS entities, 12 Mexican nationals were also deported by U.S. immigration agents. Participating with the Prescott unit in the operation were detectives and agents assigned to the Mohave Area General Narcotics Enforcement Team (MAGNET), Flagstaff Drug Enforcement, Financial Crimes Task Force, Canines, Special Operations, Highway Patrol, Northern Aviation and the Department of Homeland Security.

During the course of the operation, separate search warrants were served in the Chino Valley and Paulden areas. The warrants were the result of a two-year investigation into an unlicensed money transmitter business which had transferred more than \$2.5 million into Mexico in recent years.

Detectives were able to arrest the kingpin of the organization who was in the United States making a deposit of some \$20,000 which was seized. Detectives also served seizure warrants on two local banking institutions which resulted in the seizure of another \$30,000.



Detectives seize counterfeit money, computers

The Phoenix General Investigations Unit served a search warrant in North Phoenix in mid November that resulted in the seizure of numerous \$20 and \$100 counterfeit bills along with 30 computers used in various other illegal enterprises.

Three subjects were arrested and face charges associated with possession of dangerous drugs, possession of dangerous drugs for sale, counterfeiting and theft identity.

Also seized were equipment and materials needed to produce fraudulent Social Security cards, driver's licenses, identification cards and temporary registration stickers. A stolen vehicle also was recovered.

Criminal Investigations Division



Canines play major role in manhunt

DPS canine handlers in northern Arizona played a major role in locating three burglary suspects, including one who was also being sought on homicide charges.

The Phoenix Police Department had been tracking several individuals who were believed to be part of a large-scale burglary ring. In early November, three suspects in the burglary ring were located in the Prescott area, but before they could be arrested, they robbed a local business in Prescott and fled. Shortly thereafter, their pickup truck was found parked off the roadway some 20 miles east of Camp Verde.

When the suspects observed the arrival of several law enforcement officers, they fled into the woods. An hour later, a DPS canine handler and his partner located two of the three suspects hiding underneath a tree. Both were taken into custody without incident.



Two other DPS canine handlers then conducted a search for the remaining suspect. During the search, DPS handlers were advised that this suspect was also wanted for murder. Some 45 minutes into the search, the last suspect was found hiding in a tree and was arrested without incident.

Detectives find 14,463 pounds of marijuana

After firefighters from the Northwest Fire Department in Marana arrived at a house fire June 19, they noticed what appeared to be numerous bales of marijuana crammed throughout the burning house.

The firefighters promptly notified Marana police officers.

As part of a protective sweep of the area, Marana police officers approached another residence some 150 yards to the rear of the burning structure. A cursory look into the second home produced more evidence of a major marijuana-smuggling operation. At this point, DPS officers assigned to the Pima County Narcotics Alliance (CNA) were summoned.

CNA detectives determined that the two homes were used as a factory in a major marijuana-distributing operation. Once the fire was extinguished, the officers seized 14,463 pounds of smoke-and-fire-damaged marijuana estimated to be worth as much as \$14 million if sold on the streets.

Officers seize 225 pounds of cocaine in six days

It was a productive six days for DPS officers late in the fiscal year as they initiated five cocaine-related busts which led to the seizure of 225 pounds of the illegal substance.

The biggest of the five busts occurred June 30 during a traffic stop near Flagstaff. This incident led officers to 144 pounds of cocaine, possibly the largest haul of cocaine ever in the Flagstaff area. That bust was originated by a canine handler who stopped an east-bound vehicle for speeding on Interstate 40, about five miles east of Flagstaff.

During the consent search, the officer's canine alerted to the gas tank area. The officer noticed that the fuel tank had fresh tool marks. Once the vehicle was towed to Flagstaff headquarters, the officers found 144 pounds of cocaine, valued at some \$6.5 million if sold on the streets, stuffed inside secret compartments found in the fuel tank and rear-fender areas.



Criminal Investigations Division

Businessman found guilty of selling precursor drugs

A Phoenix businessman, accused of selling precursor chemicals that he knew would be used to manufacture methamphetamine was found guilty by a Maricopa County Superior Court, thus becoming the first such conviction by jury in state history.

With the conviction, the man faced a possible \$820,000 fine and 5-year prison sentence. The investigation was conducted by DPS in cooperation with the Maricopa County Sheriff's Office and HIDTA.

Evidence presented during the trial included a package of pseudoephedrine designed for 48 tablets that was repackaged for sale to include 144 tablets. Investigators said the Phoenix man sold enough pseudoephedrine and ephedrine to produce more than 500 pounds of meth.

DPS participates in terrorism drills

Concerned that communications and coordination would be inadequate to deal with a terrorist attack, the United States and Mexico staged their first joint terrorism drill along the Arizona-Mexico border during the second week of November.

The five-day exercise, which took place mostly in the Nogales area, involved more than 1,000 firefighters, emergency medical personnel and law enforcement officers from both the U.S. and Mexico.

Among the drill participants were some 20 officers from various specialized units with the Department. The exercise culminated at the Mariposa Port of Entry in Nogales with a series of simulated terrorist attacks, including several real explosions set off by special-effects experts.



Photo courtesy of the Nogales International.

Detective plays major role in \$2.3 million cash seizure

A DPS detective played a very significant investigative role in the seizure of \$2.3 million in drug proceeds.

The events that led to the August seizure began when the detective received information from a concerned citizen that two suspects would be traveling from Columbus, Ohio, to Phoenix with a substantial amount of cash.

The DPS detective and a U.S. Customs agent then flew to Columbus to set up surveillance on the suspected transport vehicle, a full-sized tractor-trailer rig. The officers followed the truck to Atlanta and then to Tucson where it was stopped. The money, mostly \$20 and \$100 bills, was found in two suitcases.

Investigators believe the money was proceeds from a large drug cartel based in Mexico that distributes cocaine and marijuana in the Chicago, Columbus and Atlanta areas.



Agency Support DIVISION



Agency Support Division



The Agency Support Division at the Arizona Department of Public Safety focuses on maintaining and supporting current agency operations by providing crime-victim services, advanced basic and continuing training, management services promoting efficiency of government, contemporary research and planning, legal services, coordination of financial and human resource services, cost-effective facilities management and innovative logistical support. Customer service is paramount in the Division.



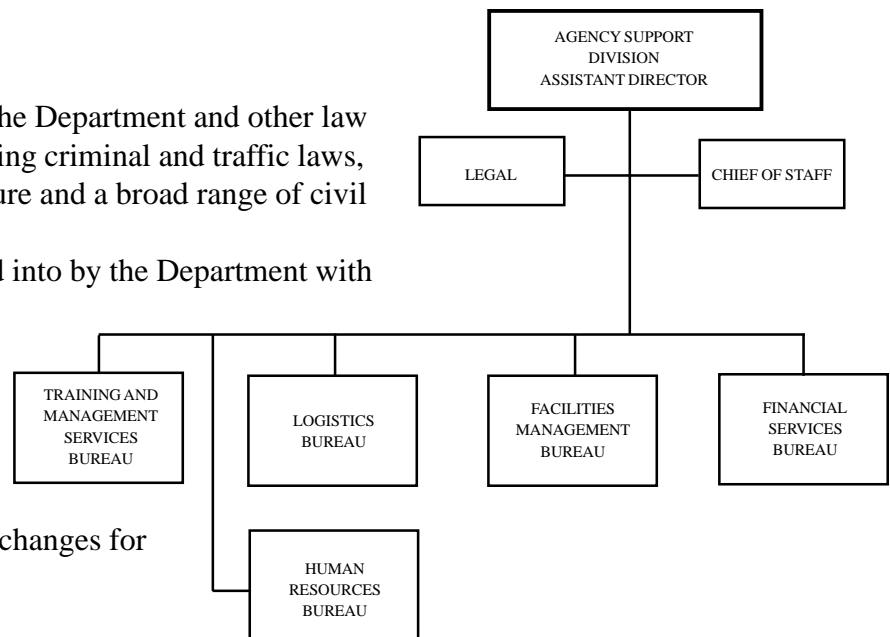
Mr. Rodney D. Covey
Assistant Director

Overview of the Agency Support Division:

ASD Administration

Legal

- Provides legal assistance to the Department and other law enforcement agencies regarding criminal and traffic laws, principles of search and seizure and a broad range of civil legal issues.
- Reviews all contracts entered into by the Department with other entities and stores copies.
- Publishes law bulletins on a variety of case law affecting operational personnel and a legal review of all new legislative changes for employees each year.



Training and Management Services Bureau

Equal Employment Opportunity/Affirmative Action (EEO/AA)

- Administers the Department's EEO/AA programs.
- Prepares and files formal written responses to charges filed with the U.S. Equal Employment Opportunity Commission.



Agency Support Division

Research and Planning

- Researches contemporary criminal justice issues, benchmarks the best practices of other organizations, designs and administers surveys and publishes special reports and projects.
- Documents agency policy and procedure through systematic developmental and publication of department directives and coordinates development of the Department's operational plan.
- Performs research and planning functions, setting the foundations for departmental goals and future programs.
- Furnishes preliminary program design and implementation strategies for selected departmental programs.

Video

- Produces video programs in support of the Department's mission. These include monthly news programs, training tapes, public service announcements and other types of programming as requested. Programs are produced not only for the Department but also for other local, state and federal agencies and nonprofit organizations as well.

Publications

- Develops and publishes a monthly newsletter that is distributed to departmental employees and retirees, citizen groups and other governmental agencies.
- Coordinates the development and publication of the Department's annual report.

Public Records Unit

- Receives and processes written requests for public record documents.
- Responds to written public records requests for Department records. The custodian of records authenticates Department records and testifies in court pursuant to subpoena.

Advanced Training

- Develops and coordinates basic, advanced and re-certification law enforcement training programs.
- Provides advanced basic and field training for officers.
- Coordinates and provides Drug Recognition Expert (DRE) and Horizontal Gaze Nystagmus (HGN) training to commissioned personnel.
- Develops and coordinates civilian training.
- Coordinates with local governmental agencies to provide enhanced training opportunities for all employees in areas of concern.
- Trains law enforcement and civilian instructors.
- Provides firearms training, weapons maintenance and other armory services.
- Develops and coordinates basic and in-service supervisory training.
- Administers the Department's health and wellness programs.
- Develops and coordinates primary and in-service management training.
- Administers the Department's Tuition Reimbursement Program.
- Maintains and manages departmental training records for all employees.

Agency Support Division



Human Resources Bureau

- Originates and maintains programs and records to recruit and hire employees while managing the Department's human resources.
- Develops and maintains a comprehensive classification and compensation plan.
- Coordinates employee benefits, provides guidance on retirement planning, maintains personnel records and administers the Department's Employee Assistance Program and the Drug-Free Workplace Program.
- Provides expertise with polygraph services in criminal and administrative investigations along with applicant backgrounds.

Human Resources Services

PERSONNEL SERVICES

	FY 2003	FY 2004	% Change
Recruitment/Selection Processes Completed	9,319	3,607	-61.3%
New Hires Processed	176	168	-4.5%
Terminations Processed	115	83	-27.8%
Retirements Processed	39	55	41.0%
Other Benefit Requests Processed	7,809	7,269	-6.9%
Classification/Compensation Processes Completed	24	26	8.3%
Polygraph Examinations Conducted	572	530	-7.3%
Drug-Free Workplace Exams Completed	767	1,088	41.9%

PEER COUNSELING SERVICES

Volunteer Peer Counselors	52	39	-25.0%
Peer Counseling Requests Received	2,184	477	-78.2%
Peer Counseling Hours Provided	3,432	830	-75.8%
Department Awards Processed	298	592	98.7%

Logistics Bureau

- Procures and issues vehicles for enforcement and support.
- Provides vehicle maintenance, repairs and services statewide.
- Fabricates and installs police, emergency and specialty equipment in departmental vehicles.
- Establishes contracts and provides automotive parts and supplies to field offices and fleet maintenance shops within state.
- Issues and tracks gas credit cards while also providing fuel through departmental fuel sites, Arizona Department of Transportation (ADOT) fuel sites and by the statewide credit card system.
- Maintains the Fleet Management System for tracking the Department's vehicle inventory.
- Conducts the registration, titling and licensing of all departmental vehicles.
- Assists other agencies by providing buildup services and technical information.
- Provides expertise to collision investigators by performing extensive mechanical inspections of vehicles involved in homicides and fatal crashes.
- Establishes contracts for the purchase and provision of first-aid supplies, office supplies, field supplies, and duty gear to enforcement and support staff through the main supply warehouse.
- Maintains the Consumable Inventory System for tracking the Department's stock item usage.
- Prepares and issues billings to below-the-line funding agencies for supplies.
- Tracks capital and accountable equipment using the Capital Outlay System for departmental inventory and the Uniform Statewide Accounting System.
- Develops, modifies and maintains departmental forms for use by the Department's employees.
- Provides mail and printing services for the Department.
- Coordinates disposal of surplus departmental equipment through auction, sale, trade-in, transfer to other law enforcement or criminal justice agencies, and general state disposal.



Agency Support Division

Training and Management Services

	FY 2003	FY 2004	% Change
EEO/AA Investigations	1	5	400%
Public Record Responses	2,033	2,519	23.9%
RESEARCH AND PLANNING			
Digest Newsletters Published	12	12	0%
Graphics Service Projects	32	0	Position eliminated
Policy/Information Projects Completed	137	66	-51.8%
Pursuit Reports	209	281	34.4
Other Agency Research Assistance	206	352	70.9
SAFETY & LOSS PREVENTION SERVICES *			
Risk Management Premiums Paid	\$4,545,100	\$4,978,400	9.5%
Property Damage Claims Processed	989	1,217	23.1%
Property Damage Claims Paid	\$589,831.34	\$595,506.00	1.0%
Employee Injury Claims Processed	349	226	-35.2%
ARIZONA LAW ENFORCEMENT ACADEMY			
Basic Training Classes	12	12	0%
Basic Training Graduates	302	360	19.2%
DPS Graduates	33	54	63.6%
OPERATIONAL TRAINING			
Training Programs Conducted *	71	134	88.7%
Student Attendance *	1,739	2,182	25.5%
Pre-Academy Classes Conducted	8	6	-25.0%
Pre-Academy Graduates	112	82	-26.8%
Advanced Basic Classes Conducted	7	4	-42.9%
Advanced Basic Graduates	108	87	-19.4%
Firearms Training Programs Conducted	24	36	50.0%
Firearms Training Student Attendance	472	355	-24.8%
Employee Physical Fitness Tests	458	915	99.8%
Weapons Repaired	845	650	-23.1%
Video Tape Productions			
Focus Videos	11	10	-9.1%
Other Videos	15	8	-46.7%
PROFESSIONAL DEVELOPMENT **			
Training Programs Conducted	68	1	-98.5%
Student Attendance	1,217	32	-97.4%
TUITION REIMBURSEMENT PROGRAM ***			
Budget Allocation	\$38,500	\$61,000	58.4%
Percent of Budget Expended	100%	100%	0.0%
Applicants	79	95	20.3%
Applicants Receiving Reimbursement	73	95	30.1%
Percent Receiving Reimbursement	92%	100%	8.7%

* FY 03 and FY 04 data are not comparable due to revised method of tracking training activities.

** FY 03 data reflect part-time assignment of staff to other functions.

*** FY 03 data reflect mid-year suspension of the Tuition Reimbursement Program due to budget cuts.

Agency Support Division



Facilities Management Bureau

- Maintains the Department's facilities throughout the state, performing corrective and preventive maintenance through a work-order system.
- Provides custodial and landscaping services for the Phoenix headquarters complex and district offices statewide.
- Directs the design and construction of new departmental facilities and renovation of existing facilities statewide.
- Monitors space utilization and provides planning for the Department's space requirements.
- Responds to operational units' requested facilities issues for new space or functional changes.
- Develops the Department's three-year Capital Improvement Plan and requests for Building Renewal funding.
- Negotiates, prepares and manages the Department's building/land leases and purchases.
- Develops and implements the Department's master-keying system, including key issue and control.
- Coordinates utility services for departmental facilities statewide.
- Provides security for departmental personnel and facilities.

Financial Services			
	FY 2003	FY 2004	% Change
ASSET FORFEITURE PROGRAM			
Currency Received Through Forfeiture	\$1,852,742	\$1,950,648	5.3%
Vehicles Forfeited	50	107	114.0%
Weapons Forfeited	5	55	1000.0%
Cases Initiated	64	100	56.3%
Forfeited Property Auction Proceeds	\$85,085	\$191,425	125.0%
GRANTS ADMINISTRATION			
Programs Receiving VOCA Funds	140	133	-5.0%
VOCA Monies Disbursed	\$6,345,493	\$7,098,846	11.9%
FINANCE			
Claims Processed	25,723	24,414	-5.1%
Accounting of Appropriated Funds (Expended)	\$135,616,730	\$146,104,122	7.7%
Accounting of Non-Appropriated Funds (Expended)	\$49,154,781	\$51,419,108	4.6%
Purchase Orders Processed	4,261	3,988	-6.4%
Purchasing Card Transactions	4,884	5,691	16.5%

Source: Agency Support Division

Financial Services Bureau

- Facilitates development of the Department's budget requests.
- Monitors fiscal processes and maintains overall budgetary control within the Department.
- Manages the Department's payroll, purchasing and accounting services.
- Provides administrative and accounting services for the Department's grant program.
- Administers the Victims of Crime Act federal block grant.
- Administers the Criminal Justice Enhancement Fund grant program.
- Administers the Department's asset forfeiture program pursuant to Arizona's Racketeering Influenced Crime Organization and drug forfeiture laws.



Agency Support Division

Agency Support Activities

	FY 2003	FY 2004	% Change
LOGISTICS FLEET SERVICES			
Vehicle Work Orders Processed	26,783	24,500	-8.5%
Vehicle Maintenance, Fuel & Parts Expenditures	\$4,711,103	\$5,515,282	17.1%
Miles Driven	25,770,194	25,432,949	-1.3%
Cost of Maintenance, Fuel & Parts/Per Miles Driven	0.18	0.22	22.2%
Fuel Site Repairs	17	24	41.2%
Vehicle Disposal Transactions	299	410	37.1%
Vehicle Title/Registration Transactions	1,339	1,473	10.0%
Vehicle Fleet Requests	1,312	1,560	18.9%
LOGISTICS ADMINISTRATION SERVICES			
Supply Warehouse			
Value of Consumable Supplies Issued	\$1,461,198	\$1,305,860	-10.6%
Consumable Supplies - Stock Issues	48,599	44,962	-7.5%
Capital Equipment Updates	60,817	24,766	-59.3%
Mail Room			
Pieces of Mail Processed	414,922	392,706	-5.4%
Mailing Costs	\$284,164	\$261,738	-7.9%
Charge Back for Mailing Costs	\$173,390	\$170,990	-1.4%
Print Shop			
Impressions *	4,652,582	2,878,263	-38.1%
Work Orders	522	432	-17.2%
Bindery Hours	1,098.25	261	-76.2%
Forms Management			
Forms Revised/Developed	97	123	26.8%
FACILITIES SERVICES			
Maintenance Orders Completed	3,184	2,874	-9.7%
Projects Completed	50	54	8.0%
Facilities Work Requests	98	69	-29.6%
Building/Square Footage Maintained **	729,058	803,409	10.2%
Keys Cut	655	632	-3.5%
LEGAL			
Contracts Reviewed	342	385	12.6%
Law Bulletins Published	5	13	160.0%

* FY 03 data reflect ongoing transition to electronic forms.

** FY 03 data reflect transfer of a Tucson training facility to the Dept. of Corrections

Agency Support Division



Highlights of the Agency Support Division:

CVS assists in developing victim service performance measures

During fiscal year 2004, Crime Victim Services at the Arizona Department of Public Safety partnered with several governmental entities as part of a statewide initiative designed to develop core performance measures for Arizona's victim service industry.

This was accomplished through a "community-based" approach with the providers themselves identifying the core outcome and quality measures for their specific discipline while incorporating input from victims. This process prompted a clearer focus for service providers in the areas of healing, safety, justice and economic (re)stabilization.

Involved in the program with DPS were the Department of Economic Security, the Attorney General's Office, the Arizona Coalition Against Domestic Violence, the Arizona Sexual Assault Network and the Governor's Office for Children, Youth and Families.

Colorado City incident results in victim advocate grants

Colorado City and the Arizona Strip, a region north of the Grand Canyon along the Utah border, were the focus of much media attention stemming from numerous allegations of child abuse.

The allegations centered on young teenage girls being forced into marriage with older men, many of whom are considered leaders of the Fundamentalist Church of Jesus Christ of Latter-day Saints, a polygamous group which separated from the Mormon Church when it renounced plural marriages in 1890.

As a result of these allegations, DPS Crime Victim Services and the Arizona Attorney General's Office partnered to ensure availability and accessibility of services for crime victims in this area. In responding to this need, Victims of Crime Act funds were awarded to the Mohave County Attorney's Office for a victim advocate to be housed at the newly-constructed justice center in Colorado City.

These funds also were used to assist Childhelp USA in establishing hotline services in the area and to aid the Dove Center in St. George, Utah, in providing shelter and crisis counseling to victims of domestic violence and sexual assault.



RICO funding benefits many functions at DPS

The Asset Forfeiture Unit facilitated Racketeering Influenced Crime Organization (RICO) funding for the Department's Explosive Ordnance Detail (EOD) and its Hazardous Materials Response Team while assisting in conducting exposure control/baseline physicals to help protect officers from contact with hazardous chemicals/diseases.

RICO monies were also provided for canine operations, the Special Operations Unit, the purchase of Civil Emergency Task Force (CETF) equipment and the acquisition of Tasers, a less lethal hand-held weapon, for Highway Patrol officers.



Agency Support Division

Southern regional crime lab awaits funding

In order for the Department to meet an increasing demand for scientific analysis in southern Arizona, the architectural firm of DLR Group was retained during the fiscal year to design a new crime laboratory for Tucson.

The architects were funded through a Small Business Administration grant obtained by the Scientific Analysis Bureau. The 42,000-square-foot, state-of-the-art building plan consists of two floors with a mechanical penthouse.

The first floor proposal contains administrative offices, evidence receiving and warehouse, mechanical equipment rooms and a drive-through, vehicle-examination bay. The second floor schematic has office space for criminalists and laboratory space for Toxicology, Controlled Substances, Latent Prints, Trace Evidence, Firearms and DNA/Serology.

The building, projected to cost \$14 million to build, will be located within the existing DPS compound in Tucson. The architectural firm has also prepared construction documents for the new building.

Obtaining construction funding for the new lab is the Department's top priority within its Capital Improvement Plan. Once funding is obtained, the project will be ready for bid within weeks.



Counter terrorist information complex nears completion

During fiscal year 2004, the Department received federal funding to establish a statewide counter terrorism information center.

With this funding, the Department developed a technology-driven facility that will house a centralized and intelligence-led policing model. The Arizona Counter Terrorism Information Center (ACTIC) will be a true cross-jurisdictional partnership, integrating local, state and federal law enforcement as well as first responders, emergency management and when appropriate, the private sector.

Collaboration between state and federal agencies will strengthen the intelligence and analytical process, improve law enforcement's ability to prevent catastrophic events and ensure more efficient use of limited law enforcement resources.

A design and construction committee was formed when FBI and DPS personnel began searching for an offsite facility to house the information center.

The DPS Facilities Management group took the lead in researching and locating a functional, cost-effective facility. Through vigorous negotiations, a 5-year state lease for the stand-alone, single-level, 60,000-square-foot office building was signed at some \$5 million under original cost estimates for such a facility.

The lease also incorporates extensive tenant improvements, building maintenance and utility allowances. The location provides easy freeway access and is in proximity to the downtown area. The project, highly complex due to access, privacy, security and communications requirements, will ultimately house a staff of 300 and serve a multitude of critical operational needs.

At the end of the fiscal year, construction was nearing completion with a fall 2004 move-in date anticipated.

Agency Support Division



Military call-ups include DPS personnel

Nearly 30 officers and civilian employees at DPS have completed or are completing military commitments with either the Arizona National Guard or other reserve branches within the U.S. military.

During fiscal year 2004, 21 DPS employees served active duty with their respective branches of the military. Sixteen were released from active duty and returned home. Personnel called into active duty served in a number of locations, including state-side duty and military operations in Afghanistan, Iraq and Kuwait. Fortunately, there were no reported casualties involving DPS employees while they were deployed on active duty.

While everyday departmental operations were affected by these military call-ups, the Department continued to assist these employees during their deployments and their return from military service. Returning employees were also provided the opportunity to compete in promotional processes with some earning promotions as a result.

The Department's Employee Assistance Program also provided financial assistance and counseling to family members of those deployed as well as to returning employees.



Employee Assistance Program aids others

The DPS Employee Assistance Program (EAP) assisted the Arizona Department of Corrections (DOC) Sam Lewis facility during a near two-week situation involving two inmates who overpowered and held a pair of DOC employees hostage.

With assistance from Metro Valley Peer Teams, the Department was able to provide 24-hour support for employees at the Lewis facility. After the hostage situation came to a successful conclusion, the Metro Valley and DPS Peer Support teams provided Critical Incident Stress Management (CISM) debriefings for DOC employees throughout the state.

The Peer Support/CISM teams also spent slightly more than a week assisting the U.S. Border Patrol in Yuma after it suffered a line-of-duty death. An agent lost his life while trying to rescue an undocumented immigrant who was attempting to cross the Colorado River south of Yuma.

The Department also assisted the family and the Border Patrol in planning a line-of-duty death funeral and appropriate debriefings.

DPS recruiting efforts receive generous help

In April, sworn recruitment at DPS Human Resources unveiled its newest recruitment tool.

Through the generosity of Arrow Stage Lines, Space-Rite Industries and CSI Graphics, a charter motor coach publicizing DPS began traveling the state advertising DPS officer recruiting promotions. The value of such advertising was estimated at \$250,000 and was provided by the three companies involved at no cost to the Department.





Agency Support Division

Training Building undergoes classroom improvements

In an effort to keep up with the advances of classroom technology achieved during the past several years, the Department initiated a remodeling project which significantly improved the capabilities of the Training Building.

Facilities Management at DPS developed a master plan for improving the Training Building's infrastructure, and, despite a limited budget and short time frame to complete the project, a number of significant improvements were completed.

Improvements included installation of another electrical panel, greatly expanding previous capacity.

Additional power was extended to the three classrooms enabling installation of state-of-the-art audio/visual systems in all three. Supplemental air conditioning was added and driver simulators were installed in what became the "Simulator" room.

Floor boxes were installed in both the center and west classrooms to provide additional power and communications connections for training purposes. New training tables were purchased and modified to allow for direct connection of laptops to the Department's network.

Department improves security access in Tucson

In an effort to improve its statewide card access security system, Facilities Management added six access-controlled doors to the Department's headquarters building in Tucson, including employee entry doors within the Southern Regional Crime Laboratory and the Property and Evidence warehouse.

Facilities Management also added card reader systems to employee entry doors at the Kingman and Holbrook district offices, the first such use of card readers within these two districts.

Security technology upgrades were also completed at all locations outside the state headquarters complex in Phoenix. At all sites with wide area network access, security equipment was transferred to the network providing real-time communication between remote locations and Security.



Ford Crown Victoria Police Interceptors receive retrofit shields

As a result of Blue Ribbon Committee recommendations and a decision by Ford Motor Company, all 2002 and older Ford Crown Victoria Police Interceptors were retrofitted with shields to protect certain impact areas on the undercarriage of the vehicles.

During this process, Fleet Management made sure all these vehicles were checked to ensure shock tower covers were installed properly. All 936 DPS vehicles affected by the Ford Motor Company recall were properly adjusted as part of an agreement with the Blue Ribbon Committee, a nationwide panel of law enforcement administrators who addressed and investigated concerns involving officer safety issues, including the concerns associated with the Police Interceptor.



Agency Support Division



Software program helps in grant procedure process

With annual federal Victims of Crime Act (VOCA) allocations more than tripling over the past eight years, the Crime Victim Services Unit at DPS felt a definite need to streamline its grant application process.

This was accomplished through Agate Software, a Lansing, Michigan-based company that developed a web-based grants management system for the Michigan VOCA program. As a bonus, the Agate Software program also aids the internal administration of the Arizona program.

HRIS becomes part of DPS procedure

During the fiscal year, DPS personnel within the Finance and Human Resources Sections completed several processes which allowed the agency to successfully implement the state Department of Administration's Human Resources Information Solution (HRIS) program.

The \$80-million HRIS project, implemented in December 2003 by all state agencies with DOA guidance, allows for the updating of the state's human resources, payroll, benefits, and time and attendance modules. Additionally, the project features state-of-the art, web-based technology and replaces a system more than 30 years old.

It also standardizes the state's critical systems involving human resource and payroll issues and eliminates the differences prevalent in these areas among the various state agencies. Eventually, HRIS will allow each employee on-line access to personal data, such as pay information and benefits.

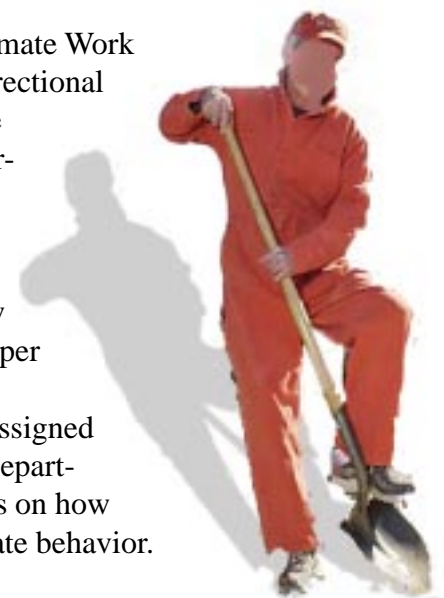
As a result of this conversion, DPS was able to retire the vast majority of its internal human resource programs and utilize HRIS to track and maintain such vital information.

Inmate program continues to save DPS money

For the fifth straight year, Facilities Management continued its Inmate Work Program contract with the Arizona Department of Corrections and Correctional Services Corporation, a private-prison operations contractor, to provide inmates for general landscape duties at the Department's state headquarters complex.

Through this program, the agency saved some \$22,000 during the fiscal year by using inmates to perform general landscape services. The savings are based on estimated costs to hire contractors and/or new employees to complete the same work provided by inmates at 75 cents per hour.

DOC and the Correctional Services Corporation ensure inmates assigned to DPS have been incarcerated for DUI offenses, not major felonies. Department personnel working with inmates attend mandatory training classes on how to supervise inmates and deal with issues that may arise involving inmate behavior.





Agency Support Division

Facilities installs new thermostats statewide

The Facilities Section expanded an energy conservation program mandated by the Governor's Office to include the installation of 76 programmable thermostats within 46 area, district, port-of-entry, radio and other offices which should result in a significant energy savings for the Department.

Fleet implementing new tracking system

At the end of the fiscal year, the Department's antiquated Fleet Management System was in the process of being replaced by a state-of-the-art program.

The new system will track vehicle inventory, fuel information, vehicle status, vehicle history and scheduled maintenance tasks. It will also produce customized reports for individual tracking of costs associated with a vehicle and general standardized reports on vehicle replacements, vehicle categories and vehicle usage.

Testing of the new system was scheduled to begin by October 2004.

CD program saves Department supplies, money

In response to a governor's directive that all state government entities become as paperless as possible, the Department began distributing a quarterly reference materials computer disk (CD).

The CD provides employees with electronic access to the Department's general orders, Law and Information Bulletins, manuals, Law Enforcement Merit System Council rules, and more than 125 departmental forms. Users can review all references to specified words or phrases and then access the desired general order or manual referencing the phrase via link buttons.

While the CD does not allow a totally-paperless environment, it is a major step towards this goal. It is estimated that this program could also save the Department at least \$20,000 a year in publishing costs.



DPS maintains services despite Phoenix fuel crisis

Despite the fuel crisis that hit hardest in the metropolitan Phoenix area in September, the Department was able to operate with little inconvenience and no interruption of services.

The fuel crisis, caused primarily by the rupture of the main gas line north of Tucson that feeds the Phoenix fuel market, resulted in long lines at those service stations that were open with customers willing to pay a premium for fuel, sometimes considerably more than \$3 a gallon.

Two days into the week-long fuel crisis, Governor Janet Napolitano issued a directive that urged state employees in Maricopa County to limit their agency and private daily travel. State employees also were directed to eliminate out-of-town business travel by vehicle whenever possible.



Criminal
Justice
Support
Division



Criminal Justice Support Division



The Criminal Justice Support Division (CJSD) at the Arizona Department of Public Safety is responsible for developing and coordinating scientific, technical, regulatory and support services essential to the promotion of public safety in Arizona. Special attention is given to providing scientific analysis and criminal justice support to Arizona's criminal justice agencies. CJSD further develops, operates and maintains the data processing and data/voice communications systems that operate statewide.

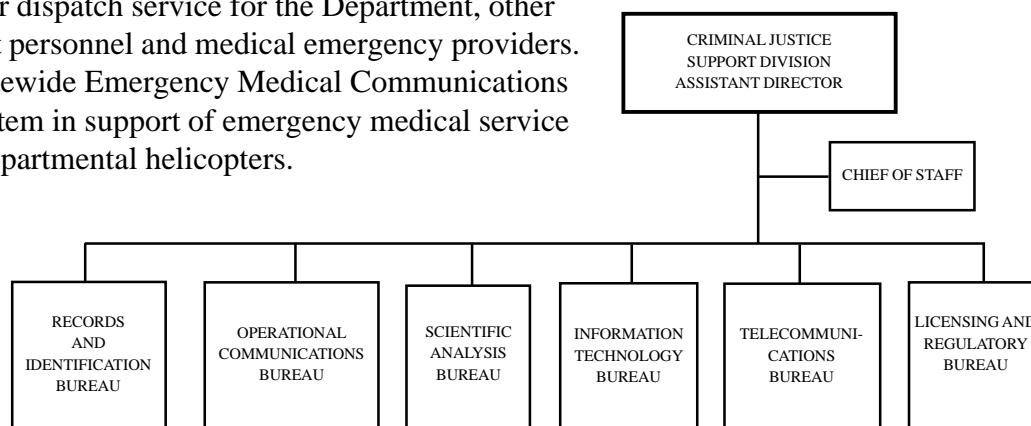


Lt. Colonel David A. Felix
Assistant Director

Overview of the Criminal Justice Support Division:

Operational Communications Bureau

- Provides 24-hour dispatch service for the Department, other law enforcement personnel and medical emergency providers.
- Operates the statewide Emergency Medical Communications (EMSCOM) system in support of emergency medical service providers and departmental helicopters.
- Operates communications centers in Flagstaff, Phoenix and Tucson.
- Facilitates the flow of information between criminal justice agencies, emergency service agencies and the public concerning highway safety.
- Provides Arizona Criminal Justice Information System (ACJIS) information to law enforcement agencies without 24-hour, 7-days a week dispatch capability.
- Operates a remote-controlled siren system that warns the public of possible problems with the Palo Verde Nuclear Generating System.
- Operates the primary state warning system and is responsible for relaying information from the National Civil Defense warning system.
- Responds to 9-1-1 and other calls from the public requesting assistance.





Criminal Justice Support Division

Records and Identification Bureau

- Manages the day-to-day Arizona Automated Fingerprint Identification System (AZAFIS) operations in support of the automated fingerprint identification needs of Arizona and other criminal justice agencies.
- Identifies criminals through the processing of fingerprints as the central site for the statewide AZAFIS.
- Operates the central fingerprint repository for the state.
- Provides fingerprint identification assistance during the processing of criminal justice and non-criminal justice employment and licensing applicants.
- Coordinates requests for access to the AZAFIS network and databases.
- Provides training for AZAFIS live scan, mug photo, and card scanner workstation operators.
- Directs the statewide AZAFIS operator certification program.
- Researches, plans and implements technological enhancements to meet AZAFIS system users' evolving automated fingerprint identification requirements.
- Processes criminal history checks for criminal justice employment, noncriminal justice employment, licensing and other authorized purposes.
- Processes fingerprint-based state and federal criminal record searches for authorized governmental agencies, Indian nations, municipalities and private/nonprofit entities located in this state.
- Processes requests for state warrant searches.

Criminal Justice Support Activities

	FY 2003	FY 2004	% Change
CRIMINAL INFORMATION SERVICES			
Arrest Fingerprint Cards Received	204,446	218,905	7.1%
New Criminal Records Established	61,761	65,019	5.3%
Active Criminal Records Maintained	1,114,904	1,176,380	5.5%
Requests for Records Processed	2,033,299	2,478,826	21.9%
Active DPS Warrants	56,722	60,369	6.4%
Sex Offender Community Notifications			
Level 1 Notifications	114	124	8.8%
Level 2 Notifications	639	532	-16.7%
Level 3 Notifications	447	565	26.4%
Percent of Sex Offender Registry Verified	59%	58%	-1%
FINGERPRINT IDENTIFICATION SERVICES			
AZAFIS* Tenprint Records Maintained	1,494,203	1,627,438	8.9%
AZAFIS Unsolved Latent Print Images Maintained	67,349	76,456	13.5%
AZAFIS Tenprint Searches Completed	415,905	443,083	6.5%
AZAFIS Tenprint Hits Confirmed	245,124	275,953	12.6%
AZAFIS Latent Print Searches Completed	20,495	21,988	7.3%
AZAFIS Latent Search Hits Confirmed	3,561	3,683	3.4%
Applicant Fingerprint Cards Processed	136,186	143,960	5.7%
Applicant Clearance Cards Processed	87,238	88,680	1.7%

* Arizona Automated Fingerprint Identification System (AZAFIS)

Source: Criminal Justice Support Division

Criminal Justice Support Division



- Operates the central criminal history record repository for the state.
- Serves as the focal point for the criminal justice community on issues regarding convicted sex offender registration and community notification requirements.
- Serves as a liaison statewide between law enforcement, county probation, Department of Corrections and county attorneys on issues surrounding sex offender management.
- Ensures that Arizona law enforcement agencies comply with sex offender community notification statutes.
- Provides training statewide for criminal justice agencies involved with sex offender registration and notification.
- Conducts annual address verification on the state's sex offender population and maintains the Sex Offender InfoCenter web site.
- Conducts federally- and state-mandated training for employees from Arizona law enforcement and criminal justice agencies on the use of the Arizona Criminal Justice Information System (ACJIS).
- Coordinates requests for ACJIS terminal access.
- Conducts federally- and state-mandated operational audits of ACJIS network user agencies to verify adherence to privacy and security regulations and to ensure data integrity of criminal justice information.
- Coordinates the statewide terminal operator certification program for ACJIS network users.
- Maintains the statewide Uniform Crime Reporting (UCR) program by collecting crime statistics from all law enforcement agencies in the state and updates the annual "Crime In Arizona" publication that is available on the Department's website.
- Provides training to Arizona criminal justice agencies on requirements for arrests and arrest disposition reporting to the state repository and ACJIS.

Scientific Analysis Bureau

- Operates a full-service, forensic science laboratory capability from regional crime laboratories in Phoenix, Flagstaff, Tucson and Lake Havasu City.
- Provides complete crime laboratory services to 295 criminal justice agencies in Arizona including municipal, tribal, county, state and federal users.
- Provides state-of-the-art scientific examination and evaluation of evidence and expert scientific testimony in superior, federal, municipal and justice of the peace courts.
- Provides the most modern DNA scientific services for the examination of violent crime evidence to identify or exonerate suspects.
- Maintains the Arizona DNA Identification System established by statute which is a database of DNA profiles against which an evidence DNA profile can be searched to identify a previously-unknown assailant.
- Provides complete toxicology services including the analysis of body fluid samples, primarily blood and urine, for drugs and metabolites and provides expert testimony on drug effects and driving impairment.
- Provides comprehensive forensic alcohol services including the analysis of blood for alcohol concentration; the maintenance and repair of more than 250 alcohol breath test instruments; and expert testimony on alcohol effects, impaired driving and alcohol metabolism.



Criminal Justice Support Division

Scientific Analysis Services

	FY 2003	FY 2004	% Change
SUBMISSIONS BY REGIONAL LABORATORY			
Central Crime Lab Cases	21,502	22,724	5.7%
Southern Crime Lab Cases	8,081	10,436	29.1%
Northern Crime Lab Cases	4,412	4,851	10.0%
Western Crime Lab Cases	3,284	4,115	25.3%
Totals	37,279	42,126	13.0%
SUBMISSIONS BY TYPE OF ACTIVITY			
Drug Analysis	15,732	16,227	3.2%
Toxicology - Alcohol-Related Cases	7,267	8,829	21.5%
Toxicology - DRE Cases	6,831	8,619	26.2%
Serology Analysis	1,871	2,035	8.8%
DNA Profiling/STRs Process	633	840	32.7%
Latent Print Examinations	3,925	4,466	13.8%
Trace Evidence Analysis	828	1,003	21.1%
Questioned Document Examinations	193	198	2.6%
SUBMISSIONS BY TYPE OF OFFENSE			
Homicide	886	1,216	37.3%
Vehicular Homicide	165	148	-10.3%
Suicide	25	14	-44.0%
Livestock & Game Violations	11	1	-90.9%
Sexual Assault	1,941	2,168	11.7%
Burglary/Theft	1,702	2,065	21.3%
Arson	169	160	-5.3%
Hit & Run/Auto Accident	93	118	26.9%
Assault	453	544	20.1%
Fraud and Other Miscellaneous	1,582	1,555	-1.7%
DUI (Alcohol)	8,434	10,024	18.9%
DUI (Drugs)	6,192	7,364	18.9%
Poisoning or Cause of Death	3	4	33.3%
Liquor Laws	7	4	-42.9%
Drugs (Sale, Possession, etc.)	15,616	16,741	7.2%
INTOXILYZER SERVICES			
Training Services	31	129	316.1%
Schools Taught	533	2,569	382.0%
Operators Trained	52	163	213.5%
Court Actions	1,157	1,163	0.5%
Subpoenas	78	130	66.7%
Testimony	242	243	0.4%
PHOTO LAB SERVICES			
Photo Prints Processed	295,715	306,658	3.7%
PROPERTY AND EVIDENCE SERVICES			
DPS Submissions	13,943	15,069	8.1%
Other Agencies' Submissions	27,513	28,830	4.8%
Totals	41,456	43,899	5.9%

Criminal Justice Support Division



- Analyzes a variety of specimens for the presence of illegal drugs including marijuana, narcotics, cocaine, methamphetamine and LSD.
- Responds to clandestine drug laboratory manufacturing sites to assess type of drugs being produced; assesses hazards of toxicity, fire and explosion; collects samples for transport to the Crime Laboratory; analyzes the samples for precursor chemicals, reaction intermediaries and drug products.
- Examines documents for authenticity of handwriting, determination of obliterated writing and identification of typewriting.
- Performs examinations on a variety of trace evidence materials such as hair, fibers, glass, paint and soils to tie crime scene items to a suspect's clothes or car.
- Examines firearms to identify a particular weapon as having fired a bullet removed from a victim or scene; to determine the distance from which a firearm was fired at a crime scene; and to reconstruct a shooting scene.
- Compares footwear and tire track impression evidence from a crime scene to shoes or tires to establish their involvement in a crime.
- Analyzes fire and explosion debris to identify ignitable liquids such as gasoline, kerosene and diesel fuel or explosives such as gun powder and dynamite.
- Processes evidence to visualize latent prints and compares such evidence to known fingerprints, palm prints, or footprints to identify suspects or searches against the Arizona Automated Fingerprint Identification System to identify unknown suspects.
- Photographs accidents and crime scenes to provide documentation and then develops and prints scene pictures.
- Stores evidence and personal property, releases property to lawful owners, and disposes contraband once criminal cases are adjudicated.
- Provides instruction to investigative officers in the proper identification, collection and packaging of evidence.

Licensing and Regulatory Bureau

- Processes applications for Fingerprint Clearance Cards.
- Processes fingerprint-based state and federal criminal record searches for authorized governmental agencies, Indian nations, municipalities and private/nonprofit entities located in this state.
- Processes requests for state warrant searches.
- Processes and issues concealed-weapon permits to Arizona residents and U.S. citizens.
- Processes and approves concealed-weapon training organizations and instructors who provide applicants with a minimum of 16 hours of training required by the state statute.
- Conducts administrative and criminal investigations of concealed-weapon permit laws and rules involving applicants, permit holders, instructors and training organizations.
- Conducts assessments of other states' concealed-weapon programs and enacts reciprocal agreements with states having substantially similar programs.
- Processes private investigator and security guard industry applications to conduct business in Arizona.
- Conducts administrative and criminal investigations involving violations of state security guard and private investigator statutes and rules.



Criminal Justice Support Division

Licensing Services

	FY 2003	FY 2004	% Change
PRIVATE INVESTIGATOR (PI) SECURITY GUARD (SG) LICENSES			
PI Active Employee Registrations	2,035	2,149	5.6%
PI Employee Applications Processed	310	329	6.1%
PI Employee Renewals Processed *	152	127	-16.5%
PI Active Agency Licenses	1,100	1,148	4.4%
PI Agency Applications Processed	97	130	34.0%
PI Agency Licenses Renewed *	334	227	-32.0%
SG Active Employee Registrations	17,084	17,420	2.0%
SG Employee Applications Processed	5,764	4,985	-13.5%
SG Employee Renewals Processed	3,759	2,064	-45.1%
SG Active Agency Licenses	268	194	-27.6%
SG Agency Applications Processed	36	26	-27.8%
SG Agency Licenses Renewed *	28	58	104.1%
CONCEALED WEAPONS PERMITS			
New Applications Received	10,433	9,938	-4.7%
New Permits Issued	9,295	9,066	-2.5%
New Permits Denied	34	77	126.5%
New Permits/Percent Denied	0.0036	0.0077	112.6%
Renewal Applications Received *	15,122	9,655	-36.2%
Renewals Issued	13,673	8,870	-35.1%
Renewals Denied	26	22	-15.4%
Renewals/Percent Denied	0.0018	0	20.1%
ACJIS** ACCESS INTEGRITY			
Operations Audits Completed	151	117	-22.5%
Terminal Operator Certifications Maintained	31,341	34,747	10.9%
Criminal History Record Review - Audits Completed	37	48	29.7%

* Data reflects either a three-year registration/license renewal cycle or a four-year permit renewal cycle.

** Arizona Criminal Justice Information System (ACJIS)

Source: Criminal Justice Support Division

Criminal Justice Support Division



Telecommunications Bureau

- Designs, coordinates and installs statewide radio and mobile data systems for the Department and other state agencies.
- Designs, coordinates, and installs enhancements to the EMSCOM (Emergency Medical Services Communication) system which provides radio communications between field emergency medical and hospital personnel.
- Provides technical audits and assistance to county and local law enforcement agencies experiencing radio system problems.
- Provides engineering support for radio equipment state-term contracts generated by the Department of Administration.
- Installs and maintains buildings, towers, and antenna systems at remote DPS radio sites.
- Maintains a statewide radio system for the Department and other state agencies.
- Designs, constructs, and coordinates a statewide voice and data telecommunications system for the Department and other state agencies.
- Designs, installs, and maintains data communications equipment and networks for the Arizona Criminal Justice Information System (ACJIS) community.
- Provides continuous radio communication services for the Department and the law enforcement personnel of other agencies.
- Designs and maintains a statewide microwave carrier system for the Department and other state agencies.

Information Technology Bureau

- Provides information services to internal and external customers in support of public safety and improves department efficiency through automation and the application of new technology.
- Provides data processing and computer programming services to meet administrative, enforcement and investigative needs of the Department.
- Provides on-going maintenance and support of the mainframe operating system software that supports both the Arizona Criminal Justice Information System and the Management Information System. These departmental information systems and the statewide criminal justice computer network are operational 24 hours per day, seven days a week.
- Develops and maintains computer programs for an on-line statewide criminal justice network that permits more than 100 state and local jurisdictions to access nation-wide criminal justice information.
- Provides technical assistance to federal, county and local criminal justice agencies regarding current or planned links to the statewide criminal justice computer network.
- Maintains access through the Department's computers to Arizona counties and city computers, the FBI Crime Center, and the other 49 states' computer systems via the National Law Enforcement Telecommunications System (NLETS).
- Provides data processing support for the Department's electronic mail system, Internet access and information system support of the office automation needs of the Department.



Criminal Justice Support Division

Technical Support Services

	FY 2003	FY 2004	% Change
INFORMATION TECHNOLOGY			
Mainframe Systems Supported	82	84	2.4%
Client/Server Systems Supported	1	1	0.0%
Web Systems Supported	2	4	100.0%
Computerized Teleprocessing Transactions	332,888,163	349,476,038	5.0%
Computer Terminals Supported (Includes MIS)	13,995	10,615	-24.2%
Criminal Justice Terminals Supported	8,105	8,591	6.0%
DPS PC's Supported	2,225	2,519	13.2%
DPS EMS Users Supported	2,678	2,506	-6.4%
DPS Mobile Digital Terminals (MDT) Supported	229	224	-2.2%
MDT Transactions	814,445	712,425	-12.5%
Project Service Requests Received	71	89	25.4%
Project Service Requests Completed	49	99	102.0%
PC Customer Assists	5,067	4,917	-3.0%
Dial-In Users Supported	1,192	1,229	3.1%
Lotus Notes Users Supported	1,601	1,727	7.9%
Mainframe Users Supported	8,154	9,557	17.2%
Unix Servers Supported	7	8	14.3%
Wintel Servers Supported	35	50	42.9%
TELECOMMUNICATIONS			
Base Stations Maintained	781	589	-24.6%
Engineering Hours Provided to Other Agencies	166	Deleted Category	
Other Agencies Supported in Radio Communications	20	17	-15.0%
Portable/Mobile Radios Maintained	7,380	9	28.1%
Radio Communication Sites Maintained	77	76	-1.3%
EMSCOM Call-Signs Maintained	1,151	1,198	4.1%
Number of Microwave Paths	85	84	-1.2%
Microwave Path Miles	3,509	3,542	0.9%
FCC Radio Licenses Maintained	472	468	-0.9%
Voice & Data Telecommunications *	1,163,500	1,238,233	6.4%
Wireless Telephone & Paging Services *	163,300	133,161	-18.5%
OPERATIONAL COMMUNICATIONS			
Radio Dispatch Consoles Operated	18	18	0.0%
ACJIS Transactions Conducted	1,390,570	1,286,228	-7.5%
ACIC/NCIC Hits Processed	18,022	15,768	-12.5%
Department Record Numbers Issued	58,185	54,337	-6.6%
Incident Cards Completed	249,323	253,067	1.5%
Abandoned/Towed Vehicle Reports Taken	11,074	10,134	-8.5%
Tow Trucks/Wreckers Called	48,323	47,063	-2.6%
9-1-1 Calls Received	211,704	228,840	8.1%
Emergency Medical System Cases Processed	5,042	4,045	-19.8%
Radio Transmissions Completed	14,374,271	14,068,023	-2.1%

* Fixed & usage based services paid to wire line telephone companies.

Source: Criminal Justice Support Division

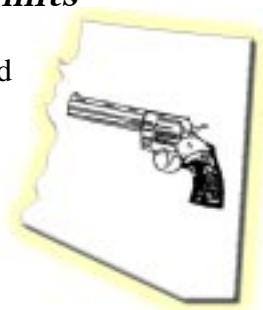
Criminal Justice Support Division



Highlights of the Criminal Justice Support Division:

28 states recognize Arizona concealed weapon permits

After legislative changes were enacted in September, Arizona-issued concealed carry weapon permits were recognized in 28 states, including Alaska, Arkansas, California, Colorado, Connecticut, Delaware, Texas, Wyoming, Florida, Iowa, Kentucky, Massachusetts, Maryland, Louisiana, Michigan, Minnesota, North Carolina, Montana Nevada, New Mexico, Missouri, North Dakota, Oklahoma, Oregon, South Carolina, Tennessee, West Virginia and Utah.



Private Investigator/Security Guard develops computer system

In February, the Private Investigator/Security Guard Section began developing a new computer system designed to drastically improve operational efficiency and quality within the section.

The system, expected to be operational in October 2004, features a web-based program devised to speed up the application process while reducing the amount of redundant data entries. Besides capturing more accurate statistical data, the system will also provide limited access to the public for status checks of licenses thereby providing better customer service to the industries the unit serves.

PI/Security Guard website becomes operational

With the completion of a Web site, the Private Investigator/Security Guard Section is able to provide more prompt public access to various functions of the section, thereby improving customer service.

The Web site provides access to the section's newsletter and a direct e-mail address. The Web site also furnishes answers to frequently-asked questions and downloadable application forms.



Electronic disposition reporting adds 40 courts

Efforts to improve the quality of electronic disposition processing resulted in the addition of 40 courts to the electronic disposition arena.

Electronic disposition reporting allows selected Arizona courts to enter disposition information into their respective records management system which interfaces with the Arizona Computerized Criminal History System, vastly improving customer service by providing users with up-to-date court disposition information.



Criminal Justice Support Division

Department implements CAD system

The Department implemented a \$1 million state-of-the-art, computer-aided dispatch (CAD) system to create and track calls for service and other activity to the Operational Communications facilities in Flagstaff, Phoenix and Tucson.

This CAD system allows dispatchers/call-takers to enter events into the computer as they are received from citizens dialing 9-1-1, as well as from DPS officers over the radio system throughout Arizona.

The system allows 9-1-1 operators to process emergencies in the CAD system and automatically route them to the appropriate area for dispatch of DPS officers. Additionally, dispatchers are now able to continuously track officers' activities and assign them to events upon availability.

OpComm provides county attorney dispatch capability

In March 2004, the Operational Communications Bureau entered into a memorandum of agreement with the Maricopa County Attorney's Office to provide its investigators with 24-hour radio dispatch capability on DPS' Criminal Investigations and state UHF frequencies.

9-1-1 funding upgrades DPS' locator system

The state 9-1-1 Office provided more than \$100,000 in funding that the Department used to install 9-1-1 Mapped Automatic Location Identification (ALI) systems in the Central (Phoenix) and Southern (Tucson) operational communication centers.

The funding was used to purchase and install software and hardware that enables dispatchers to pinpoint hardwire and wireless 9-1-1 callers via a computer-generated map.

Flagstaff center activates inter-agency system

The Northern Communications Center installed and activated a Inter-Agency Radio System (IARS) that will be used to provide interagency communications among area law enforcement agencies in the Flagstaff area during disasters, special events and other urgent operations.

The system, activated in December, is available at each of the five dispatch consoles within the Northern Operational Communications Center in Flagstaff.

Communication center participates in WMD drill

Southern Communications Center personnel in Tucson participated as evaluators for a bi-national exercise in Southern Arizona.

The November operation was a multi-jurisdictional weapons-of-mass-destruction (WMD) exercise conducted at various Santa Cruz County locations. Primary objectives of the drill were to test agency familiarization with protocols for response to terrorism/WMD attacks and to provide agencies an opportunity to train together to assess the effectiveness of incident command, unified command and mutual-aid agreements.

Criminal Justice Support Division



DPS to establish a new MtDNA laboratory

The DPS Crime Laboratory signed a cooperative agreement with the FBI to become one of four facilities nationwide, and the only one in the western United States, to develop a mitochondrial DNA (MtDNA) laboratory.

Through this multi-year agreement signed in September, the Crime Laboratory will establish MtDNA capabilities for all criminal justice agencies in Arizona and will assist the FBI in analyzing cases from agencies throughout the western United States.

MtDNA is a type of DNA within the body's cells and is different from nuclear DNA routinely used to identify criminal suspects. Although MtDNA is less specific in human identification than nuclear DNA, it can often be the only DNA technique available to resolve identification issues using such samples as hairs, bones and teeth.

MtDNA is inherited maternally, which means that a person's MtDNA is the same as their mother's and grandmother's. It also is the same as their brother's and sister's. Therefore, it is extremely valuable in identifying missing persons and human remains.

The multi-year agreement with the FBI will fund personnel, supplies and training to bring a MtDNA laboratory on-line during an approximate two-year implementation schedule.

FBI funding for this cooperative program is about \$753,000 per year. In addition, a companion National Institute of Justice (NIJ) grant of some \$500,000 is planned for the one-time MtDNA equipment purchases and laboratory space renovations required to start the program.

Through this grant, unidentified persons should be more quickly identified, criminal suspects exonerated or brought to justice, and closure brought to grieving families of victims of violent crimes and missing persons, particularly abducted children.



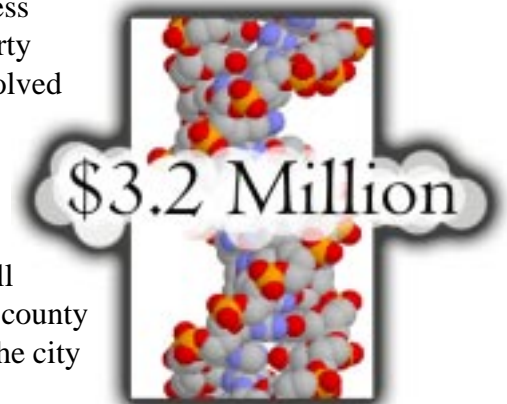
Crime Lab receives \$3.2 million DNA grant

The National Institute of Justice, in September, awarded the Scientific Analysis Bureau a grant of \$3.2 million to be used for the processing of DNA “no-suspect” cases. This grant targets “open” cases where evidence exists that could be DNA profiled, but there is no suspect for comparison purposes.

This funding allows all crime laboratories in Arizona to process evidence from violent crimes that have been sitting in police property rooms for lack of a suspect. The grant will allow nearly 3,000 unsolved Arizona crimes (mostly sexual assaults and homicides) to be reviewed and compared to state and national data bases.

It also is possible that a DNA “hit” can exonerate an individual who was previously the focus of an investigation.

DPS regional crime labs in Phoenix, Tucson and Flagstaff will process DNA no-suspect cases from any Arizona municipal, tribal, county or state law enforcement agency. Funds will also be available for the city crime laboratories of Phoenix, Mesa and Scottsdale.





Criminal Justice Support Division

Crime Lab upgrades DUI testing process

The DPS Crime Laboratory System partnered with the Governor's Office of Highway Safety (GOHS) to replace existing alcohol breath test instruments in Arizona.

The new instruments (Intoxilyzer 8000s) will be purchased over a three-year period and will replace 250 existing Intoxilyzers, some as old as 20 years, used by law enforcement throughout Arizona.

These new instruments, supported by a \$445,200 grant from GOHS, will be located at police departments and sheriffs' offices to enhance driving under the influence (DUI) enforcement efforts and to help keep impaired drivers off state highways, city streets and county roads.

The new Intoxilyzers are state-of-the-art instruments and will utilize a testing sequence developed by the DPS Crime Laboratory. This sequence, which ensures absolute accuracy of each breath test, is the most comprehensive sequence used not only nationally, but also worldwide.

The instruments also include magnetic strip readers which can read driver's licenses and operator permits, inputting all demographic data instantaneously, significantly reducing officer time while assuring accurate data entry.

Some 70 Intoxilyzer 8000 instruments will be purchased during the first year of the three-year program. In addition, the Crime Lab conducted Intoxilyzer 8000 operator training classes throughout Arizona during fiscal year 2004, training more than 2,600 officers.



DNA connects serial killer to numerous homicides

Through the efforts of a Crime Laboratory DNA analyst, a serial killer suspected of at least five grisly murders was arrested by authorities.

DNA was used to not only connect the suspect directly to the body of one of the victims but also to four other victims whose clothing was found at the suspect's residence.

Phoenix police investigators, over a period of time, found the bodies of three women whose deaths were initially attributed to drug overdoses. Similarities among the deaths, however, caused investigators to become suspicious, propelling them to ask the DPS Crime Lab for assistance. Subsequent analysis identified a male profile underneath the fingernails of one victim. No suspect, however, was identified by police or through a DNA database check.

Eventually, the case broke when the smell of a decomposing body was reported at a mobile home where investigators found another body. A DNA sample from the dwelling's occupant matched the fingernail scrapings taken from a previous victim. Later, clothing was found at the dwelling. Subsequent testing matched the DNA profiles of the four previous victims.

Through these DNA efforts, the suspect was tied to all five victims and may possibly be tied to additional homicides in another state.

Criminal Justice Support Division



Crime Lab assists with aftermath of prison standoff

Over a two-day period, DPS Crime Laboratory scientists examined the extensive crime-scene area immediately following the resolution of the hostage standoff at the Sam Lewis correctional facility south of Buckeye.

Scientists assisted with the collection of numerous items necessary to reconstruct the chain of events and ultimately prosecute the inmates who took two correctional officers hostage, raping one of them.

Subsequently, Crime Lab latent print examiners, firearms examiners and DNA analysts spent hundreds of hours completing scientific examination of the evidence collected. This scientific analysis was an essential component of a joint investigation conducted by the Department of Corrections, DPS and the Maricopa County Sheriff's Office.

Southern Crime Lab assists with border initiatives

In conjunction with the Governor's Border Initiatives and the state Attorney General's border efforts, the DPS Southern Regional Crime Laboratory sent two scientists to Hermosillo, Sonora, Mexico, to assist law enforcement there in providing seminars to 80 participants, including investigators from the Sonora Attorney General's Office and forensic scientists from the Sonora State Crime Laboratory.

The seminars covered firearms evidence collection, firearms examination capabilities, flow chart of a typical firearm's examination, latent print scene development and latent print identification criteria.

Subsequent to the seminars, a Mexican forensic scientist came to Tucson and received on-the-job demonstrations of latent print development techniques. Training included use of latent print dye staining and super glue methods to enhance latent print visualizations, techniques previously unknown to the Sonora crime lab.

Department updates Internet Web site

During the past year, the Department's Web site underwent several major enhancements.

Refinements resulted in an improved look. The advancements also improved flexibility, accessibility, navigation and search facilities for the user. In addition, a menu bar on all pages was developed enabling easier navigation.

As a result of these improvements, the DPS Web site's appearance is similar to the main Arizona government Web template and follows state-mandated Web standards.

As part of these improvements, six applications, two tools and four reports were added to the Department's Internet Web site and one application was added to the Department's Intranet site.

Some 792,456 guests visited the DPS Web page during the fiscal year.





Criminal Justice Support Division

Operation Eagle Eye draws DPS involvement

Technical Support Services and Application Development personnel at the Department were successful in putting the *Operation Eagle Eye* application into production.

The operation was developed in conjunction with Immigration and Customs Enforcement (ICE) to capture license plate numbers of vehicles crossing the U.S. border into Mexico. ICE equipment gathers the license plate information and stores it on a Web server. The Department retrieves this information every 12 minutes and runs stolen vehicle queries on the data submitted by ICE.

This application also is monitored by members of the Department's Vehicle Theft Interdiction.



Department introduces new soundex routine

In February, the Arizona Computerized Criminal History System was modified to include a new soundexing routine needed to improve the ability of users in accurately finding records within the system.

This new routine is a major improvement as it uses the full first name of the offender when searches are conducted. It also converts common nicknames into standard first names and it creates two soundex codes when an offender's last name is hyphenated. These features improve the ability of users to accurately find records within the system.

Department contains outbreak of computer viruses

In August, the Blaster and Welchia virus worms struck hard at the Department, infecting approximately 150 of the Department's personal computers.

The virus outbreak was contained within four days through the efforts of PC/LAN Support and Technical Services personnel. To combat this potentially-disastrous "invasion," DPS technical personnel applied appropriate patches to its Windows NT, 2000 and XP Professional operating systems.

Virus removal tools were then applied on the local area network. Additionally, network traffic was closely monitored to identify all infected personal computers.

During the remainder of fiscal year 2004, virus and worm attacks were held further in check through the implementation of ScanMail and the creation of a Microsoft software update server that distributes critical software patches to PCs on the network.

Removal tools, available through the Internet, also are used to eliminate the malicious programs on a case-by-case basis.



Criminal Justice Support Division

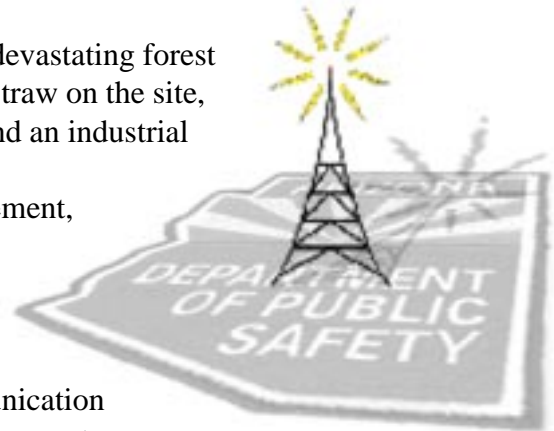


Despite obstacles, Department replaces tower

After a structural study indicated that the tower on Mt. Lemmon was unsafe, the Telecommunication Bureau began to replace the tower and building in May 2003, completing the project in fiscal year 2004.

Despite project delays which included one of the most devastating forest fires in Arizona history, helicopters dropping grass seed and straw on the site, rain, hail, a presidential visit, a shooting, road construction and an industrial accident, the project was completed in December.

The tower base was filled with 1.2 million pounds of cement, requiring the coordination of 30 trucks mixing and pouring cement simultaneously. This base holds a 160-foot self-supporting four-leg tower, which supports a vast array of antennas and microwave dishes. Beneath this tower is a building that stores all equipment required of a major communication site, including an emergency power system that consists of a generator, engine and fuel supply.



Radio interoperability takes another step forward

In June, the Arizona State Legislature appropriated \$2 million for design costs of a statewide radio interoperability communication system, setting the stage for the formation and staffing of the Arizona Public Safety Communications Advisory Commission (PSCC).

PSCC staff will complete most of the conceptual design with contractors completing the majority of the detail design work. PSCC will work closely with local, county, state, tribal and federal partners to insure a system design that will satisfy the needs of all involved. The conceptual design should be completed by mid 2006, with final design acceptance expected in 2008.

PSCC has changed from an ad-hoc committee comprised of public safety executives who volunteered to address the short- and long-term interoperable communication needs for all public entities in Arizona to a statutorily-recognized state commission.

Among other things, radio interoperability allows public safety personnel from different agencies to communicate via mobile radio.

Department Awards



Department Awards



In August, many employees and entities at DPS received awards from Director Dennis Garrett. The awards were presented to employees in Phoenix Aug. 16, in Flagstaff Aug. 17, and in Tucson Aug. 5.

DIRECTOR'S AWARDS

Valor Award

Officer Russell L. Bocks
Officer David R. Callister

Distinguished Service Award

Officer Ryan R. Bair
Officer Joseph C. Campbell
Sergeant Sheila J. Markwell

Meritorious Service Award

Officer Laura M. Latham
Officer Carolee D. Martin
Officer Stephen L. Martin
Lieutenant Jeffery A. Stanhope
Officer Steven A. Svestka

Lifesaving Award

Officer Edward C. Andersson
Officer Andrew J. Beck
Officer Robert B. Bond
Officer John V. Petculescu
Officer Rusty L. Smith
Officer Brady J. Wilkens

Director's Citation for Professional Excellence Award

Officer Delores A. Baumann
Detective Charles A. Herrera
Daniel S. Kelly, Asset Tracking Specialist
Rosilyn A. Miller, Budget Analysis Supervisor
Detective Kenneth A. Nelson
Detective James E. Oestmann

Suggestion Award

Michelle Gioglio, Office Coordinator
Sergeant Robert S. Smart
Sergeant James C. Stanton

Citizen Lifesaving Award

Ross Dia
Steve Jimenez
Jon Koering
Bryan Korus
Timothy Roden
Jaron Shain

Citizen Commendation Award

Bryan Barnhart
Luke Horton
Brad Johnson
Edward Van Sant
Phoenix College Phlebotomy Program

Letter of Commendation

Jimmy M. Jertson



Department Awards

EMPLOYEE RECOGNITION AWARDS

———— Criminal Investigations Division ————

Drug Enforcement Bureau

Employee of the year (Southern), Detective John F. Maddux

Supervisor of the year, Sgt. Mark W. Morlock

Employee of the year (Northern), Detective Ronald C. Lewis

GITEM South

Employee of the year, Detective Myles V. Mace

Special Enforcement Bureau

Employee of the year (Southern), Detective Julian J. Sosa

Northern Canine Squad officer of the year, Detective John R. McFarland

Canine Squad of the year, Squad 1

Investigation Bureau

Southern Investigations employee of the year, Detective Bruce W. Weddle

Supervisor of the year, Sgt. Walter D. Mercer

HITDA Intelligence Bureau

Supervisor of the year, Sgt. R. Steve Pferdeort

Employee of the year, Detective Brian P. McDonald

Vehicle Theft Task Force

Employee of the year, Detective Scott M. Reutter

Major Crimes Investigation

Employee of the year, Detective J. Wayde Webb

Tactical Operations

Employee of the year, Officer Gregory J. Loewen

RMIN

Employee of the year, Andrea Garcia

———— Criminal Justice Support Division ————

Manager of the year, Todd A. Griffith

Licensing and Regulatory Bureau

Employee of the year, Officer R. “Rudy” Buck

Department Awards



Records and Identification Bureau

Employee of the year, Melony A. Hubert

Scientific Analysis Bureau

Supervisor/administrator of the year, Elizabeth K. Brady-Morris

Scientist of the year, Michael B. Eyring

Employee of the year, Richard S. Parkans

Special Recognition Awards - Andrew M. Singer, M. Todd Huml

Operational Communications Bureau

Southern employee of the year, Michael J. Bishop

Central employee of the year, Kevin M. Kesler

Northern employee of the year, Suzanne D. Holbert

Supervisor of the year, Sharon L. Manson

Special Recognition Award, Maxine A. Liming

Information Technology Bureau

Employee of the year, John E. Halka

Telecommunications Bureau

Supervisor of the year, John S. Clymer

Agency Support Division

Division managers of the year, Lynda A. Schallman, M.H. "Rad" Kirchner

Facilities Management Bureau

Employee of the year, Gloria J. Smith

Supervisor of the year, S.E. "Sue" LeHew

Training and Management Services Bureau

Supervisor of the year, Patsy J. McFadden

Employees of the year, Marsha K. McNeese, Sally A. Loveland

Human Resources Bureau

Supervisor of the year, James W. Warriner

Employee of the year, Jennifer Vasquez

Logistics Bureau

Supervisor of the year, Bonnie C. Crow

Financial Services Bureau

Supervisor of the year, Beverly K. Bettes

Employee of the year, Marla A. Schrecengost



Department Awards

Highway Patrol Division

Southern Patrol Bureau

Employee of the year, M. Renee Mitchell
Supervisor of the year, Sgt. Steve J. Harris
Field training instructor of the year, B.C. "Chris" Dunn
Civilian employee of the year, Jack C. Hafer
Special Recognition, Sgt. Donald E. Johnson
Special Recognition, District 9, Area 1

Central Patrol Bureau

Employee of the year, Sgt. Thomas A. Elias
Supervisor of the year, Sgt. William R. Cramer
Squad of the year, Metro West District Squad 3
Reserve officer of the year, Metro Central, Sgt. Paul H. Drake
Field training instructor of the year, Officer Keith R. Thomas

Northern Patrol Bureau

Reserve officer of the year, Robert D. Gilbert
Civilian employee of the year, Charlie H. Cleveland
Supervisor of the year, Sgt. Thomas M. Kern
Field training instructor of the year, Officer Christopher P. Motko

HPD district officers of the year

Danny R. Roark, Metro Motors
Travis J. Smith, Metro East
James J. Gallagher, Metro Central
Edward C. Andersson, Metro West
Gary J. Bujdos, District 1
R. Stewart Shupe, District 2
Andrew K. Anderson, District 3
Stephen T. Strong, District 4
John M. Richardson, District 6
Warren D. Simpson, District 8
Randall L. Narmi, District 9
Eric L. Ellison, District 11
Angelo F. Trujillo, District 12

Aviation Section

Employee of the year, Drusilla E. Bottoms

Commercial Vehicle Enforcement Bureau

Supervisor of the year, Ursula B. Miller
Employee of the year, Sheri M. Doll
District 15 employees of the year - Officer Jeffrey L. Eavenson, Officer Timothy T. Tatro
District 16 employee of the year, Richard F. Grommon

Employee Retirements



Employee Retirements



Name

Length of DPS service

Frank S. Awbrey, Officer	26 years
Terry M. Azbill, Lieutenant	26 years
Marcia M. Baker, Criminal Records Specialist	5 years
Mary E. Baumann, Records Supervisor	30 years
Larry D. Bergstrom, Generator Technician	25 years
Richard Boland, Security Supervisor	27 years
Karen L. Brown, Applications Systems Analyst	24 years
Robert C. Brussat, Rotary Wing Pilot II	17 years
William R. Cramer, Jr., Sergeant II	27 years
Margaret J. Cuker, Police Communications Dispatcher	36 years
David M. Douglass, Telecommunications Supervisor	22 years
Edward D. Feingold, Criminal Analyst Supervisor	15 years
Greg C. Flores, Officer	14 years
Timothy R. Goodwin, Sergeant II	23 years
Mark S. Hall, Officer	25 years
Dolores J. Harper, Fingerprint Technician	25 years
Steve J. Harris, Sergeant II	31 years
Robert F. Hart, Officer	29 years
David L. Hechler, Officer	22 years
Stephen L. Hermann, Hazardous Materials Coordinator	21 years
Jacqueline N. Hoegner, Office Coordinator	30 years
Robert W. Holley, Sergeant II	18 years
Ronald K. Hudson, Officer	23 years
William E. Hudson, Officer	27 years
Sharrin E. Hughes, Criminal Records Specialist	21 years
Jon C. Huish, Telecommunications Supervisor	23 years
Travis M. Jackson, Senior Police Communications Dispatcher	8 years
Kenneth R. Johnson, Officer	32 years
Donald E. Johnson, Sergeant II	31 years
Robert M. Keefe, Accounting Fraud Examiner	5 years
Judith K. Kehowski, Administrative Supervisor	27 years
Maureen E. Kenny, Computer Programmer Analyst	10 years



Employee Retirements

Name

Length of DPS service

Karl A. Kjellstrom, Lieutenant	26 years
James M. Knapp, Rotary Wing Pilot II	30 years
John E. Kostelnik, Sergeant II	19 years
Mark D. Kozel, Officer	15 years
Jesus V. Leal, Sergeant II	28 years
Kevin C. Loeffler, Sergeant II	26 years
Jo A. Martin, Administrative Secretary	15 years
William H. Morris, Supervising Criminalist	30 years
Trenna S. Newmark, Officer	6 years
Edwin J. Niecikowski, Motor Carrier Investigator	21 years
Randall R. Paulsen, Officer	19 years
Mary E. Peters, Administrative Manager	28 years
Carol A. Rall, Administrative Manager	14 years
Robert F. Rehm, Officer	30 years
Edward W. Routh, AZ P.O.S.T. Program Administrator	17 years
Brett M. Rye, Officer	9 years
Richard L. Saunders, Staff Attorney	25 years
Walter G. Seaton, Telecommunications Technician	10 years
Sandra Snider de Aguilera, Sergeant II	23 years
Trevor L. Sondergaard, Sworn Reserve Officer	11 years
Randel R. Sortor, Sergeant II	26 years
Belinda P. Strong, Administrative Services Officer	26 years
Mary E. Sullivan, Computer Programmer Analyst	20 years
Richard L. Tannehill, Telecommunications Engineer	30 years
Robert L. Tavernaro, Latent Print Examiner	23 years
Kenneth N. Thorsen, Computer Network Operator	22 years
Cheryl A. Troutt, Officer	20 years
John C. Turner, Sergeant II	27 years
James L. Vanta, Officer	35 years
Sharon L. Wallig, Criminal Records Specialist	9 years
Diedre Weage, Office Coordinator	18 years
Guy K. Willis, Officer	18 years

In Memoriam





In

Memoriam



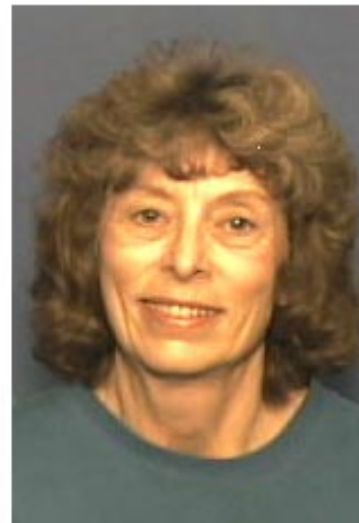
Mark A. Brown, 52

Badge No. 1437

Lieutenant

Phoenix Metro Motors

DPS Service: September 1, 1973 - January 15, 2004



Anna Mae Kollar, 67

Badge No. 5381

Support Services Assistant

Help Desk

DPS Service: January 3, 1998 - April 8, 2004



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